

Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**
Jane Swift, Governor ♦ Jane Wallis Gumble, Director



FISCAL YEAR 2001

**COMMUNITY ACTION AGENCY
DIRECTORY**

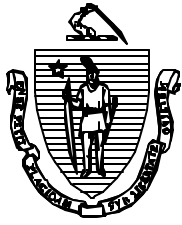
Department of Housing and Community Development

**Division of Neighborhood Services
Bureau of Neighborhoods**

**Jane Swift, Governor
Jane Wallis Gumble, Director**

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Jane Swift, Governor ♦ Jane Wallis Gumble, Director

Spring 2001

Dear Readers:

On behalf of Governor Jane Swift, I am pleased to provide you with this directory of community action agencies (CAAs) designated to serve the low-income residents of the Commonwealth of Massachusetts.

The directory provides an organizational overview of each CAA, and includes a summary of its Community Services Block Grant (CSBG) client outcomes, coordination and service linkages, as well as FY 2000 accomplishments.

If you are interested in obtaining more information on the CSBG program, or about a particular CAA, please contact the CAA directly, or the Bureau of Neighborhoods at (617) 727-7004.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jane Wallis Gumble".

Jane Wallis Gumble
Director

COMMUNITY ACTION IN MASSACHUSETTS

There are twenty-five (25) community-based nonprofit organizations designated by the U.S. Department of Health and Human Services and by the Director of the Department of Housing and Community Development (DHCD) that serve as Community Action Agencies (CAAs) in the Commonwealth of Massachusetts.

The historical and enabling source of funding for these CAAs and other CAAs is the Community Services Block Grant (CSBG) Act. Since 1981, Congress and the U.S. Department of Health and Human Services have annually appropriated CSBG funds to the state, which is in turn allocated to CAAs. Using these funds, CAAs develop and coordinate locally generated programs and activities that address the causes of poverty in their respective geographic service area(s).

There are seven (7) broad anti-poverty goals outlined in the CSBG Reauthorization Act of 1998, Section 676, Application and Plan that stipulate a variety of purposes. They are:

- ❖ "to remove obstacles and solve problems that block the achievement of self-sufficiency...;
- ❖ to secure and retain meaningful employment;
- ❖ to attain an adequate education, with particular attention toward improving literacy skills of the low-income families in the communities involved which may include carrying out family literacy initiatives;
- ❖ to make better use of available income;
- ❖ to obtain and maintain adequate housing and a suitable living environment;
- ❖ to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent family and individual needs; and
- ❖ to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners."

Based on these broad anti-poverty goals, the CSBG Program and CAAs provide a range of anti-poverty services and activities that are necessary, measurable, and significantly improve the quality of life and socio-economic well-being of those in need of assistance.

To accomplish these goals, DHCD has established the following program objectives for the state's community action network:

- ❖ the implementation of ongoing needs assessments to identify short and long-term barriers to self-sufficiency for low-income people;
- ❖ the creation of innovative services and activities that effectively address unmet or underserved needs of low-income families and individuals;

- ❖ the development and expansion of opportunities in distressed neighborhoods which enhance social and economic opportunities; and
- ❖ assisting target area social service organizations and local government to mobilize resources, which enable such entities to more effectively respond to unmet and underserved, needs of low-income families and individuals.

Eligible CSBG services and activities include, but are not limited to:

- ❖ housing assistance, including homelessness prevention and first-time homebuyers and other homeownership programs;
- ❖ budgeting and personal finance counseling;
- ❖ child development programs, including day care programs and Head Start;
- ❖ domestic violence prevention;
- ❖ education and literacy assistance;
- ❖ emergency assistance such as temporary shelter, hunger prevention, clothing, and energy;
- ❖ employment and skills training opportunities;
- ❖ health services such as drug, alcohol, and substance abuse education and prevention, HIV/AIDS education and counseling, etc.;
- ❖ public safety and neighborhood crime prevention;
- ❖ public/private sector partnerships for community development and neighborhood revitalization;
- ❖ services and activities for the elderly and handicapped;
- ❖ small business development opportunities for low-income individuals;
- ❖ transportation assistance; and
- ❖ other services and activities that promote self-sufficiency and the transition from welfare to work.

DHCD's Results Oriented Management and Accountability (ROMA) Initiatives

I. Scales and Ladders

As a result of the national movement to utilize Scales and Ladders as a service delivery and data collection tool, in FY 2000 the Bureau of Neighborhoods (BoN) began instituting a process for systematic implementation of Scales and Ladders at CAA levels. The BoN formed an ad-hoc committee consisting of bureau staff and CAA representatives to develop and implement a Scales and Ladders tool for use throughout the CAA network. CAAs were asked to provide input in the development of a family scale and utilize the tool in conjunction with a case management program. To date, the ad-hoc committee has developed a Family Development Scales and Ladders tool encompassing 11 scales and five (5) ladders and is in the process of refining and adjusting the tool to meet the BoN's and CAAs' needs.

The committee is using the following criteria to develop the 11 scales:

- ❖ ***In-Crisis:*** The situation needs immediate attention (e.g., for every scale there is an actual crisis that must be addressed without delay).
- ❖ ***At-Risk:*** If the situation is not addressed promptly, it will likely deteriorate and become a crisis.
- ❖ ***Safe:*** There is no anticipation of the situation deteriorating into an at-risk situation, at the very least, in the short-term.
- ❖ ***Stable:*** The situation is stable and may not deteriorate any further. Intervention is not a priority.
- ❖ ***Thriving:*** The situation is stable and the client meets all criteria of self-sufficiency including all indicators within scale.

The committee will continue to review and assess whether:

- ❖ Scales should be objective, both qualitative and quantitative to some extent, and flexible.
- ❖ A system of scales should be developed in way so that it will allow each CAA and case manager to use as many or as few scales as desired.
- ❖ Scales should allow agencies to interpret/reflect local conditions. CAAs and individual caseworkers should be allowed to reinterpret definitions to fit immediate client needs and conditions.
- ❖ Scales were designed to maximize the likelihood of movement by clients along the scale from step to step.

Based on these assumptions, the committee developed the following scales using five (5) ladders.

- ❖ EMPLOYMENT
- ❖ EDUCATION AND LITERACY
 - Child Education
 - Adult Education
- ❖ HEALTH
- ❖ YOUTH AND FAMILY DEVELOPMENT
 - Child Care
 - Family Development
- ❖ HOUSING
- ❖ INCOME MANAGEMENT
- ❖ TRANSPORTATION (Linkages)
- ❖ RESIDENT PARTICIPATION
- ❖ NUTRITION

The Scales and Ladders tool is at an early stage of implementation and the tool is currently being pilot-tested at six (6) CAAs. During fiscal year 2001-2002, BoN will measure the impact of the Scales and Ladders Tool on clients through data gathered from the pilot phase and will develop a schedule for implementation at all 25 CAAs.

In cooperation with the Massachusetts Community Action Program Association (MassCAP), BoN will develop an Agency Scales and Ladders Tool for implementation at CAAs.

II. Family Credentialing Program

The BoN, in cooperation with the Montachusett Opportunity Council, Inc. (MOC – Fitchburg) has developed a *Family Development Training and Credentialing Program*. The program is designated to offer frontline workers at CAAs an opportunity to gain the skills and competencies necessary to further assist families to achieve greater economic and social self-sufficiency. The *Family Development Training and Credentialing Program* is being proposed as a multi-year project: staff training for the first year, and the introduction and utilization of a family scale (e.g., thriving, stable, safe, at-risk, and in-crisis) to measure the progress of families participating in the program, during the second year.

Training for CAA and/or BoN staff is occurring via the Massachusetts state university system utilizing educational curriculum developed by Cornell University. This training curriculum has been used by New York State and is currently being used by the state of Rhode Island, with training being offered through Salve Regina University. It is recommended that an average of two (2) workers from each CAA attend training sessions. The cost of the project includes training sessions, training materials, and coordinating training sessions with the University of Massachusetts system.

III. Results Oriented Management and Accountability (ROMA) Training

The BoN is developing a training process on ROMA for CAA board members and staff, as well as for BoN staff. This training will offer participants the opportunity to further strengthen their skills in the development of performance-based contracts and management systems. In an environment where linking performance to payments and budgets is occurring, this training will prove to be even more beneficial. Training is available by outside trainers and consultants. The goal is to assist CAAs in increasing their capacity to better function in the ROMA environment, utilizing the existing community action planning, contracting, client tracking, and outcome reporting processes. Keeping this goal in mind the BoN recently conducted a ROMA training needs assessment survey of all 25 Massachusetts CAAs and shared the survey results with a prospective training consultant. In fiscal year 2001, BoN will facilitate a statewide training on ROMA for CAA board members staff. BoN will also assess its staff professional development needs on ROMA and outcome-based program management and facilitate appropriate training.

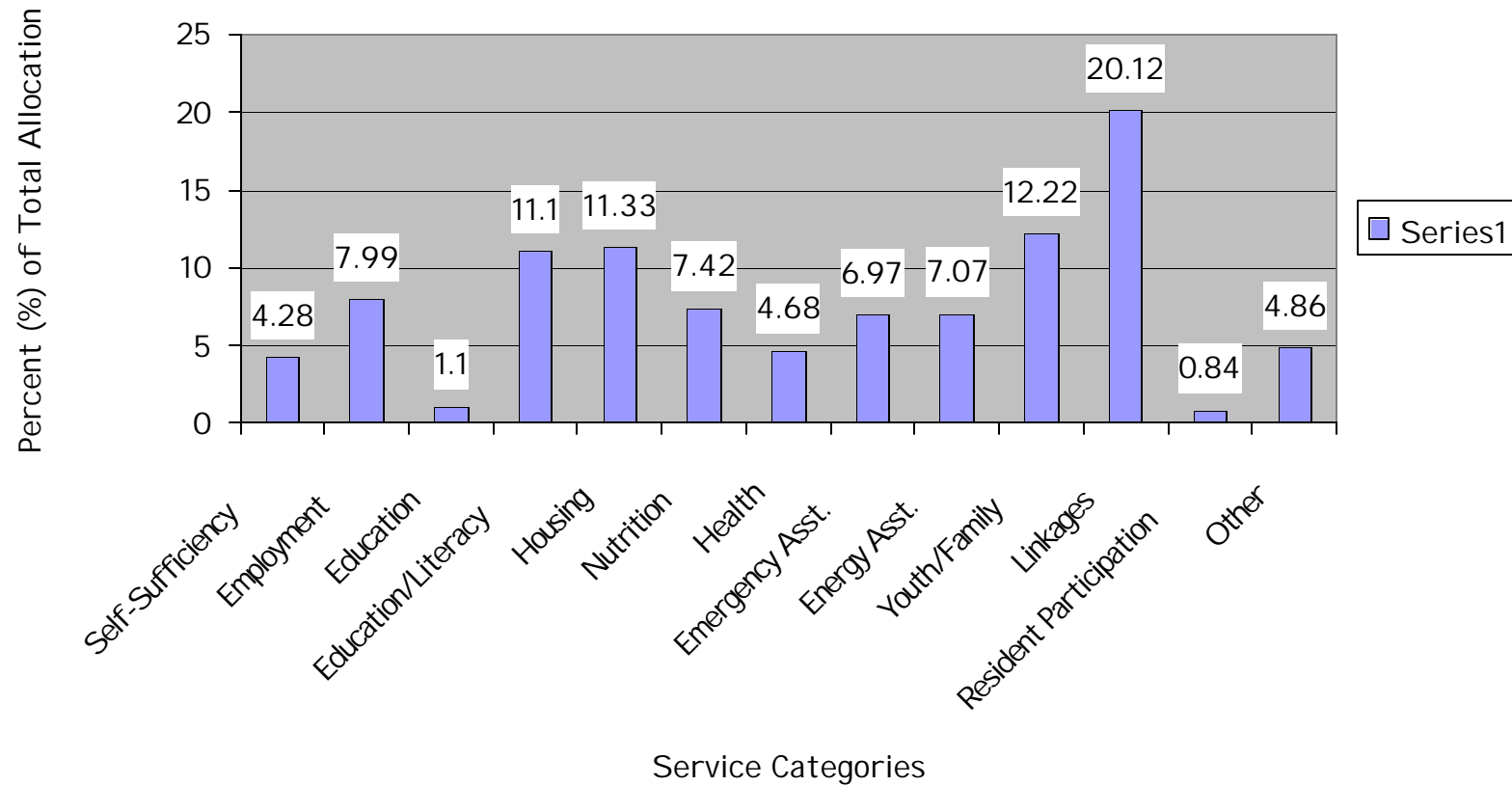
IV. Information Technology

While Massachusetts did not mandate electronic transfer of data between CAAs and the BoN, fiscal year 2000 marked the beginning of electronic submission of data on a limited basis. For the first time, CAAs were able to report electronically (via Email) to BoN their fiscal year 1999 CSBG Information System Survey as copies of survey forms in compatible format were made available to CAAs prior to their submission on floppy disk and/or via E-mail. In the past, the BoN has been utilizing a software provided by the National Association for State Community Services Programs (NASCSPP) to compile data from CAAs and submit its annual CSBG Information System Survey to NASCSPP. As a result of software, BoN for the first time electronically submitted its annual CSBG Information System Survey to NASCSPP. Continued electronic submission will allow NASCSPP to compile Massachusetts state totals into a larger national database, as well as review, if necessary, an individual CAA's CSBG data. In addition to assisting MASSCAP in implementing IT training for CAA staff, BoN will institute a process where all 25 CAAs in Massachusetts will electronically report their CSBG Information System data to DHCD. BoN will provide CAAs with compatible electronic version of various state reporting forms and implement an on-line reporting system between BoN and CAAs.

V. CSBG Annual Application and Contracting Process

In fiscal year 2000, the BoN consolidated the previously separate processes related to the submission (by CAAs) and review and approval (by BoN) of the CSBG Annual Application and contract. Traditionally, the Annual Application submission included a draft of the workplan and budget. These were reviewed and approved by staff and subsequently resubmitted as part of the CSBG contract package, creating extra and unnecessary work for both grantees and BoN staff. This duplication was eliminated. To further simplify and standardize this process, the BoN developed standard CSBG workplan language for common CAA programs [e.g., Fuel Assistance, Women Infant and Children (WIC), Head Start, Child Care, and Nutrition]. In FY '01, BoN will continue to increase the accuracy and reliability of program data, as well as streamline the workplan development and subsequent reporting processes for grantees.

Planned Use of FY'01 CSBG Funds





MASSACHUSETTS COMMUNITY ACTION AGENCIES



ACTION FOR BOSTON COMMUNITY DEVELOPMENT, INC.
178 Tremont Street, Boston, MA 02111
617-357-6000 (phone), 617-357-1813 (fax)
www.bostonabcd.org (website)
coard@bostonabcd.org or drew@bostonabcd.org (e-mail)

Executive Director:	Robert M. Coard	Board President:	Thelma C. Burns		
Number of Staff:	800	Number of Board Members:	26		
Total Agency Budget:	\$95,000,000	FY 2001 CSBG Allocation:	\$5,184,479		
Total Service Area Population:	758,423	Total Clients Served Yearly:	80,000	Poverty Population:	117,730
Designated Area:	Boston				

Mission Statement:

The primary purpose of the ABCD is to move families and individuals beyond poverty, and to encourage and promote the improvement of community life in the Boston area -- with special emphasis upon critical programs in education, child care, social services, youth services, employment, and related fields which assist low-income children, families, and individuals in their pursuit of self-sufficiency.

Program Inventory:

Job Development and Placement, Adult Education Services, ESL Services, Food Pantry Operations, Child Care Services, Summer Youth Employment Programs, Fuel Assistance, Interpretation and Translation Services, Consumer Advocacy Services, Senior Drop-in Centers, Housing Rehabilitation Services, Distribution of Child Care Subsidy Vouchers, Information and Referral Services, Training Programs for Pre-School Child Care Providers, Head Start, Urban College of Boston, Weatherization, Heating System Services, Family Planning, and HIV/AIDS Services.

Community Profile:

Boston's position at the core of a growing metropolitan area—represents more than 2.5 million inhabitants. The city of Boston represents more than 22% of the gross domestic product of the Commonwealth of Massachusetts. The best recent data suggest that Boston continues to have an overall poverty rate of approximately 20%, compared with state-level poverty rates of approximately 10%. At the same time, more than 15 Boston census tracts have sustained poverty levels above 30% and in at least 5 census tracts, over 50% of households live in poverty. The continued disenfranchisement of these isolated enclaves has been largely unaffected by the overall economic boom.

CSBG Funded Client Outcomes:

One thousand five hundred and thirty-nine (1,539) clients obtained employment; 874 parents received child care services; 612 clients became more self-sufficient; lives of 1,200 students were improved due to educational programs; 650 households improved their lives due to educational or financial counseling; 744 households reduced their energy costs; 3,944 clients increased their access to nutritious food and/or nutritional information; 81 clients bought a new home; 75 households volunteered at ABCD; 138 senior citizens volunteered in the Foster Grandparent Program; 411 clients maintained independent living, of which 211 were seniors; 10,986 households received fuel assistance; 2,203 children experienced healthy growth due to Head Start, additional 7,783 children accessed day care vouchers; and 4,040 clients received services due to referrals.

Coordination of Services:

ABCD delivers services through a network of 13 neighborhood centers and the Urban College. It has 27 Head Start classrooms, partners with local area health care providers, local homeless shelters, the City of Boston, Boston Public Health Commission, Sister Julie's Family Literacy Program, Health Care for All, local employers including nonprofit organizations, and Morgan Memorial Goodwill Industries.

FY 2000 Program Accomplishment:

ABCD's Work Pathways Project transitioned more than 75 Boston residents from welfare to work. In 1999, as a lead agency in cooperation with the Morgan Memorial Goodwill Industries, ABCD received a \$2.8 million U.S. Department of Labor grant to assist welfare recipients find and maintain jobs. Project services include: job-readiness training, adult education, job placement, childcare, transportation, pre-placement support, case management services, and 12-month post placement services. The program also offered General Equivalency Diploma (GED), English for Speakers of Other Language (EOSL), and computer training instructions.

ACTION, INC.
24 Elm Street, Gloucester, MA 01930
978-283-7874 (phone), 978-283-0523 (fax)
www.actioninc.org (website)
brochford@netway.com (e-mail)

Executive Director:	William Rochford	Board President:	Linda F. Giamanco		
Number of Staff:	103	Number of Board Members:	23		
Total Agency Budget:	\$4,743,841	FY 2001 CSBG Allocation:	\$248,855		
Total Service Area Population:	56,617	Total Clients Served Yearly:	3,300	Poverty Population:	4,153
Designated Area:	Essex, Gloucester, Ipswich, Manchester-by-the-Sea, and Rockport				

Mission Statement:

Action seeks to provide a comprehensive array of services directed to low-income people leading to economic self-sufficiency and family stability. The principle goal of the agency is to establish access to opportunities through advocacy, providing a wide range of program and service resources, and education and training opportunities to assist people in the process of self-help.

Action will work diligently to implement social and economic policy on behalf of constituents, affording them a maximum potential of achieving personal success and growth. The approach is comprehensive, addressing all aspects of a person's and family's well being. Services will be coordinated with colleague agencies to avoid duplication and enhance benefits, and will be delivered with respect and dignity to promote self-esteem, empowerment, and confidence.

Program Inventory:

Advocacy and Housing Services, Family Law Assistance, MHFA Purchase and Rehab Loan Programs, Employment and Training Programs, Fishing Families in Transition, Project Achievement, Emergency Shelter, Fuel Assistance, Weatherization and Conservation Programs, Sewer/Water Bill Assistance, Compass Employment and Training Program for Youth, Head Start (grantee), Homecare, Assisted Living, North Shore Community Service Corps, RSVP, Neighbors in Action, and America Reads.

ACTION, INC.

Community Profile:

The City of Gloucester has a population of 29,000 people and a poverty rate of 8%. Approximately 24% of the population does not have a high school diploma, and 34% of households are below the Massachusetts Family Economic Self-Sufficiency (MASS-FESS) Standard of living. Gloucester is a fishing community in transition, with whole families affected by the changes in the fishing industry. The majority of Action clients are from Gloucester. Ipswich is the next largest town on Cape Ann, and has a population of 12,500, a poverty level of 5%, with 24% of households below the Mass-FESS standard. Rockport has 7,500 residents with 27% of households below Mass-FESS. Essex and Manchester have less than 5,500 residents each, with poverty levels under 4%. However, Essex and Manchester have 22% and 19% of households below Mass-FESS, respectively.

CSBG Funded Client Outcomes:

Over 46 skills training participants obtained jobs; 417 elderly volunteers participated in one or more groups; 23 children improved their reading level through the America Reads Challenge; 40 elderly and disabled received respite through Neighbors in Action; 615 elderly and disabled maintained independent living through HomeCare; 724 clients realized a reduction in their energy burden through HEARTWAP; 331 household realized a reduction in their energy burden through Weatherization, 343 households through Appliance Maintenance Program; 41 clients were more economically secure as a result of budget counseling; 227 individuals received case management or information and referral services that resulted in increased access to resources; 177 households maintained tenancy as a result of Housing & Advocacy intervention; 9 households succeeded in buying a home through MHFA; 12 households received home rehab financing; 192 homeless individuals were provided with shelter and 15 were placed in permanent/transitional housing/1,433 households were provided with fuel assistance.

Coordination of Services:

Action, Inc. has over 30 partnerships with other service organizations to ensure proper coordination of services, i.e., Senior Care, Massachusetts Rehabilitation, North Shore Community Service Corps, America Reads, National Association of Regulatory Utility Commissioners, Consumer Advocates, and the Low-Income Peer Exchange.

FY 2000 Program Accomplishment:

Action, Inc., Employment and Training Programs: 129 students graduated from the Career Readiness/Computer Literacy course. Thirty-six students graduated from the mini-computer course. Over 50 graduates of these courses were placed in jobs, with an average salary of over \$10.00/hr. An additional 121 eligible participants took computer classes and/or received employment and training services including job placements. The Employment and Training Programs are funded through grants from the Sailor's Snug Harbor Foundation, Mass Rehabilitation, the Shaw Fund for Mariner's Children, Department of Transitional Assistance, Housing and Urban Development, Community Services Block Grant, and the Varian Semiconductors Equipment Associates. Based on the success of the adult Employment and Training Programs, in September 2000, Action received a grant from the Southern Essex Workforce Investment Board to implement an education, employment and training program for youth.

BERKSHIRE COMMUNITY ACTION COUNCIL, INC.

16 Oak Street, Pittsfield, MA 01201

413-445-4503 (phone), 413-447-7871 (fax)

bgasdpa@berkshire.net (e-mail)

Executive Director:	Donald P. Atwater	Board President:	Jodie Rathbun-Briggs		
Number of Staff:	39	Number of Board Members:	15		
Total Agency Budget:	\$3,520,361	FY 2001 CSBG Allocation:	\$341,172		
Total Service Area Population:	143,283	Total Clients Served Yearly:	9,000	Poverty Population:	11,560
Designated Area:	Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hinsdale, Lanesborough, Lee, Lenox, Monterey, Mount Washington, New Ashford, New Marlborough, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, and Windsor				

Mission Statement:

To assist the low-income, elderly, and working poor people in Berkshire County to achieve self-sufficiency through uniting the private and public sectors. As part of this mission BCAC will stimulate the support of Berkshire County Communities to be responsive to the needs of constituents; actively seek out the causes of poverty; increase community involvement in BCAC's activities; broaden the skills, knowledge and motivation among constituents; and provide opportunities for education, job training, and safe, affordable housing.

Program Inventory:

Weatherization, Fuel Assistance, Heating System Services, "Sponsor a Child for Christmas" Program, Food Distribution, Emergency Family Shelter and Transitional Housing, Transportation, Employment and Training, "Rulers for Schoolers" Program, and Serve New England Program.

Community Profile:

Berkshire County is comprised of three (3) geographically distinct areas: North, Central and South County. Each area has a unique character that contributes to the county's largely rural profile. The area underwent a dramatic change in its economic base during the late 1970s and 1980s when its largest industrial employers severely curtailed or closed components of their operations in Berkshire County. The median household income for Berkshire County is \$30,470 (82.5% of the statewide average of \$36,952). The elderly comprise 16.2% of the population (above the Massachusetts average of 13.6%). Access to services is inhibited for these individuals by lack of public transportation to outlying areas and by severe winter weather conditions. The number of households in Berkshire County receiving public assistance was more than a percentage point above the state average (8.5% for the County compared to 7.7% for the State.)

CSBG Funded Client Outcomes:

Four (4) low-income participants obtained employment, and 14 low-income families acquired stable standard housing; 859 individuals received nutritional assistance; 3,150 residents reduced their energy cost due to participation in LIHEAP program; 300 individuals accessed transportation to and from day care programs; and 60 elderly residents maintained independent living situations.

Coordination of Services:

BCAC has agreements with the Berkshire County Regional Employment Board, Women Infants and Children, Berkshire Works, the City of Pittsfield, and the Food Bank of Western Massachusetts. It cooperates and collaborates with Berkshire County Regional Housing Authority, the American Red Cross, Western Massachusetts Legal Services, West Side Neighborhood Resource Center, Berkshire Works, the City of Pittsfield, and the Berkshire County Regional Housing Authority.

FY 2000 Program Accomplishment:

BCAC purchased and is currently renovating a building to consolidate its central county operations under one roof. Additionally, the reorganization of direct service programs into the Department of Community Programs, and the successful acquisition of HUD Homelessness Continuum of Care funds is a major accomplishment this year.

CAMBRIDGE ECONOMIC OPPORTUNITY COMMITTEE, INC.

**11 Inman Street, Cambridge, MA 02139
617-868-2900 (phone), 617-868-2395 (fax)**

Executive Director:	Elaine DeRosa	Board President:	Greta Schofield		
Number of Staff:	45	Number of Board Members:	18		
Total Agency Budget:	\$2,223,168	FY 2001 CSBG Allocation:	\$378,634		
Total Service Area Population:	95,802	Total Clients Served Yearly:	15,000	Poverty Population:	8,794
Designated Area:	Cambridge				

Mission Statement:

CEOC will work to eliminate the causes and effects of poverty. CEOC will challenge the structural causes of impoverishment. Through the provision of services, community organizing, and advocacy, CEOC will work with individuals and the community in their effort to contest oppression.

Program Inventory:

Tenant Counseling, Tenant Organizing, Food Pantry, Annual Holiday Food Drive, Family Planning, HIV/AIDS Education, Sexuality Education, Pre-school and School-age Child Care, Cambridge Community Partnership, and Peer Leaders Program, Somerville Community Partnership.

Community Profile:

The City of Cambridge has an increasingly ethnically diverse population. Approximately 33% of its residents are ethnic minorities, many of whom are recent immigrants. The largest groups of newcomers have emigrated from Portuguese-speaking nations such as Portugal, Cape Verde, Brazil, Central America, South America and the Caribbean. Approximately 59% of the school age population are ethnic minorities. The continued vitality of its immigrants, entrepreneurs, students, street musicians, factory workers, and professionals gives Cambridge its unique flavor.

CSBG Funded Client Outcomes:

One hundred and thirty-five (135) low-income households experienced an increase in income as a result of eligibility for public benefits; 309 tenants who were near homelessness or at risk of homelessness maintained their tenancy as a result of CEOC's staff and resource intervention; 12 low-income individuals' lives were improved through participation in educational and literacy programs; 3,000 families increased access to nutritious food and nutrition information and education; 126 households volunteered in CEOC's emergency Food Pantry and/or the family planning services, 6 participated in the family planning's Peer Leadership Program, and 133 households participated in Tenant Association meetings and submitted testimony as it related to public policy activities – all of these activities increasing their involvement in the community; 12 partnerships were formed to challenge the structural causes of poverty; 193 families experienced healthy growth and development through the child care program, family training workshops and job training; and 3,301 women and adolescents received quality comprehensive reproductive health services preventing 400 unintended pregnancies.

Coordination of Services:

CEOC coordinates its services and activities with the following organizations: Cambridge Food Pantry, Cambridge Expiring Use Tenants Committee, Haitian Action Group, Cambridge Community Partnership for Children, Cambridge Women's Health Task Force.

FY 2000 Program Accomplishment:

CEOC coordinated with the Fresh Pond Tenant Association in the preservation of 504 expiring use apartments. CEOC was engaged in extensive work with the tenant leadership at the Fresh Pond apartments around the prepayment of the owner's HUD mortgage. Representatives of the Cambridge Expiring Use Tenants Committee were also key players in the negotiation between the owner, the city administration, Cambridge City Councilors, state legislators, their congressman, the Cambridge Housing Authority, and HUD. The ten (10) month process required the continual coordination of all parties to ensure that the negotiation around the prepayment would result in the maintenance of these units as affordable and to advocate for the best interests of the tenants in the building.

CITIZENS FOR CITIZENS, INC.
264 Griffin Street, Fall River, MA 02724
508-679-0041 (phone), 508-324-7503 (fax)
www.cfcinc.org (website)
dbcfc@aol.com (e-mail)

Executive Director:	Mark A. Sullivan, Jr.	Board President:	James Dolin		
Number of Staff:	250	Number of Board Members:	19		
Total Agency Budget:	\$13,000,000	FY 2001 CSBG Allocation:	\$474,965		
Total Service Area Population:	237,330	Total Clients Served Yearly:	32,000	Poverty Population:	20,370
Designated Area:	Fall River, Freetown, Somerset, Swansea, Taunton, Westport				

Mission Statement:

CFC's mission is to assist members of the low-income community by the provision of services and programs which attack the cycle of poverty; advocate on behalf of low-income people with governmental agencies, private agencies, and the community at large; and be a major player in the area of human services network so that all present a unified front in attacking the causes and effects of poverty.

Program Inventory:

Child Care, Nutrition, Health Screening and Education, WIC, Teen Pregnancy Prevention, Family Planning, Youth Outreach and Education, Tobacco Education, Special Events, Head Start, Emergency Assistance, Fuel Assistance, Weatherization, Senior Aide Program, Retired Senior Volunteer Program, Foster Grandparent Program, Employment and Training, Housing Advocacy, and Information & Referral.

Community Profile:

The service area of Citizens for Citizens, Inc., consists of a 368 sq. mile section of Southeastern Massachusetts. The population figure taken from the 1990 census indicates that 237,330 people live in this area. Fall River, the major city in CFC's service area, is ranked 347th of 351 cities/towns in the Commonwealth in terms of median income. The poverty levels for Fall River and Taunton are 14.3% and 8.3% respectively compared to the statewide average of 8.9%.

CSBG Funded Client Outcomes:

One hundred forty-nine (149) families benefited from family day care and after school day care programs; 100 individuals attended jobs training; 9,781 families reduced their energy cost and/or increased their disposable income due to participation in various energy assistance programs; 3,200 families and their children received nutritional assistance via the Women Infant and Children (WIC) program; 1,062 area teens increased their knowledge and/or reduced their risk of pregnancy by participating in CFC's Teen Opportunities & Pregnancy Prevention Programs. Fourteen (14) teens enrolled in the Fall River Ends Smoking Habits; and 312 elders volunteered through the Retired Senior Volunteer (RSVP) Foster Grandparents program.

Coordination of Services:

After School Day Care expanded as a result of agreements with the Fall River and Westport Public Schools. Teen Opportunities and Pregnancy Prevention Program has formal service agreements with YMCA, Community Development Recreation and May Mental Health. Taunton Reaching Youth has a formal agreement with Community Counseling of New Bedford. CFC's Weatherization Program and Heating Assistance Repair/Replacement Programs have agreements with PACE, as well as Massachusetts Electric, Fall River Gas, Commonwealth Gas and Commonwealth Electric.

FY 2000 Program Accomplishment:

CFC received funding under the Early Head Start program initiative for a total of 40 low-income families living in the Fall River area. Using a home-based model, CFC is providing one 90-minute home visit per week for each family and facilitating a variety of special program services including lactation consultation, assistance during childbirth, and infant massage therapy.

The Early Head Start is a community-based program for low-income families with infants and toddlers and expectant women and couples. Its mission is to enhance children's physical, social, emotional, and intellectual development; to assist parents in fulfilling their parental roles; and to help parents move toward self-sufficiency. Early Head Start's services are based on four cornerstones: child development, family development, community development, and staff development.

COMMUNITY ACTION AGENCY OF SOMERVILLE, INC.
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617-623-7370 (phone), 617-628-2512 (fax)
www.townonline.koz.com/visit/CAAS (website)
JHamilton@fastpointmail.com (e-mail)

Executive Director:	Jack Hamilton	Board President:	Mary Louise Daly		
Number of Staff:	65	Number of Board Members:	21		
Total Agency Budget:	\$3,000,000	FY 2001 CSBG Allocation:	\$318,427		
Total Service Area Population:	76,210	Total Clients Served Yearly:	2,150	Poverty Population:	8,492
Designated Area:	Somerville				

Mission Statement:

To reduce poverty among local families and individuals while working to counteract, and whenever possible eliminate, the societal conditions that cause and perpetuate poverty. Key strategies for accomplishing this mission are: enlarge opportunities for all Somerville residents in the fields of education, employment, housing, health, and improved neighborhood life, and to serve as a structure for empowering low-income constituencies and all others whose full involvement in the community has been obstructed or discouraged by oppression and discrimination. These strategies are implemented in the belief that by working together, as opposed to working alone, people achieve more.

Program Inventory:

Head Start, Housing Advocacy and Case Management, Diversity Initiatives, Early Childhood Education, Immigrant and Refugee Health, Substance Abuse, Violence, Tobacco and HIV/AIDS education and prevention programs, Literacy, Training and Employment, and Male Involvement in Teen Pregnancy Prevention, CSBG Scholarship, and East Somerville Service Initiative.

Community Profile:

The City of Somerville is the 12th largest city in the Commonwealth in terms of population size, with 76,210 residents living in only 4.2 square miles. It is the most densely populated city in New England, and the 8th most densely populated in the nation. In 1990, the U.S. Census Bureau reported that more than one in every ten Somerville residents lived in poverty (11.5%), which was down slightly from 1980 (12.4%), but up from 1970 (9.7%). Over 30% of Somerville families do not meet Massachusetts Family Economic Self-Sufficiency Standard. According to the standard, Somerville falls into "the most distressed" category along with 45 other cities and towns in Massachusetts.

CSBG Funded Client Outcomes:

Seventy three (73) clients were prevented from eviction; 33 tenants received information about housing code; 20 families assisted with applying for subsidized housing; 8 homeless families were placed in shelter and assisted with housing applications; 82 households were assisted in addressing various crisis situations; 800 households received information regarding the Earned Income Tax Credit; 34 Latino and Haitian youth became engaged in peer leader programs; Somerville residents were assisted to achieve an Initial Response Rate of 64% during the Census 2000 outreach initiative; and 205 children and their families participated in an array of Head Start services including dental services and a Parents Count Cookout, sponsored by the CAAS East Somerville Service Initiative.

Coordination of Services:

Somerville is a community with a record of achievement in developing public and private community-based organizations that deliver services to low-income people. There exists a tradition of collaboration among organizations. In this 4.1 square mile target area, service providers meet often and collaborate regularly in order to coordinate services.

FY 2000 Program Accomplishment:

CAAS Head Start received an excellence award in Region I; CAAS Head Start became a finalist for a Robert Wood Johnson Foundation Free to Grow Grant (final decision pending); a new male involvement in teen pregnancy prevention program was launched; the Advocacy Director organized Section 8 tenants to participate in the develop of Somerville Housing Authority HUD plans; CAAS Advocates convened 12 meetings of the Somerville/Cambridge Welfare and Housing Coalition; funding for tobacco control programs for Haitian and Latino youth was doubled; and 25 CAAS staff participated in the Reassessment of Somerville Health Needs.

**COMMUNITY ACTION COMMITTEE OF CAPE COD AND
ISLANDS, INC.**

**P. O. Box 954, 115 Enterprise Road, Hyannis, MA 02601
508-771-1727 (phone), 508-775-7488 (fax)
cacci@Cape.com (e-mail)**

Executive Director:	Cheryl Bartlett	Board President:	Adelaide Queeney		
Number of Staff:	65	Number of Board Members:	15		
Total Agency Budget:	\$5,500,000	FY 2001 CSBG Allocation:	\$310,400		
Total Service Area Population:	200,233	Total Clients Served Yearly:	2,500-3,000	Poverty Population:	14,905
Designated Area:	Aquinnah, Barnstable, Bourne, Brewster, Chatham, Chilmark, Dennis, Eastham, Edgartown, Falmouth, Gosnold, Harwich, Mashpee, Nantucket, Oak Bluffs, Orleans, Provincetown, Sandwich, Tisbury, Truro, Vineyard Haven, Wareham, Wellfleet, West Tisbury, and Yarmouth				

Mission Statement:

CACCCI's mission is to empower and improve the lives of low-income people of Cape Cod and the Islands. This will be done by: mobilizing public or private resources through information, advocacy, and outreach; providing services, assistance, and other activities that give the promise of progress toward the elimination of causes or poverty; and developing, conducting, and administering the participation of the target population.

Program Inventory:

Foster Care Family Recruitment, Employment and Training, Community Development, Child Care, Homelessness Prevention, Emergency Assistance, Transitional Assistance, Transitional Housing, Advocacy, Health Care through Cape Head Injured Project, Abused Women and Children Shelter, Mental Health and Substance Abuse Counseling, and Elder Services.

COMMUNITY ACTION COMMITTEE OF CAPE COD AND THE ISLANDS, INC.

Community Profile:

Cape Cod and Islands is comprised of 25 towns and 3 counties. Barnstable County has the highest percentage of elderly in any county in Massachusetts. The economy is service-based, primarily relying on tourism and services to the elderly. Most of the area's elderly live on fixed incomes. The labor pool continues to try to survive on wages that are regulated (nursing home workers, home care workers, etc.) or fixed (food service workers, chambermaids, teachers, human service workers, etc.) to control costs. High cost of housing and lack of year round housing units is a problem.

CSBG Funded Client Outcomes:

One thousand three hundred and twenty (1,320) parents accessed quality childcare, 59 clients addressed their emergency housing needs by living in the Safe Harbor Shelter, additional 19 families met their emergency needs by living in Emergency Assistance (EA) funded shelters; 19 clients improved their housing conditions by participating in transitional housing programs; 682 people enrolled in the Public Insurance Programs; 10 individuals actively participated in community service; 126 elders participated in various community activities; 8 people participated in nursing home visits, 11 volunteered their time via the Cape United Elderly program, area residents received information on community development due to distribution of 23,736 pieces of publication materials; 57 members of the staff increased their skills by participating in various training sessions, 21 community leaders collaborated on the Regional Domestic Violence Council, 100 families ameliorated their emergency needs, 59 parents gained parenting skills, 2 medically challenged persons maintained independent living, and 15 potential families were recruited as foster care families.

Coordination of Services:

There are inter and intra agency coordination and collaboration within the region.

FY 2000 Program Accomplishment:

CACCCI served 2500-3000 clients, and promoted self-sufficiency in all programs through case management and case plans. Provided support and coordination with clients to maintain plans and improve lives. The agency issued child care vouchers and promoted in-home relative care. CACCCI prevented homelessness through transitional support and permanent shelter placements.

COMMUNITY ACTION, INC.
25 Locust Street, 2nd Floor, Haverhill, MA 01832
978-373-1971 (phone), 978-373-8966 (fax)
cuneo@worldnet.att.net (e-mail)

Executive Director:	John Cuneo	Board President:	William Brainard		
Number of Staff:	143	Number of Board Members:	21		
Total Agency Budget:	\$7,500,000	FY 2001 CSBG Allocation:	\$258,220		
Total Service Area Population:	122,719	Total Clients Served Yearly:	7,000	Poverty Population:	7,875
Designated Area:	Amesbury, Groveland, Haverhill, Merrimac, Newburyport				

Mission Statement:

CAI's mission is to empower individuals and families to help themselves through advocacy, education, training, and prevention programs and through services to meet basic human needs. In addition, CAI works to improve the attitudes and practices towards low-income people throughout its service area and offers assistance to its constituents served with respect, understanding, and courtesy.

Program Inventory:

Affordable Housing, Homelessness Prevention, Head Start, Health Care Access Family Day Care, Services for Teen Parents, Mediation Services, Youth Employment and Training, Adult Education, Certified Nurses Aide Program, WIC, Nutritional Outreach, Supplementary Food Program, Tobacco Education, Fuel Assistance, Substance Abuse Prevention, Youth Social Skills, Alcohol Awareness, and First Time Homebuyer Program.

Community Profile:

The service area population is approximately 120,000 according to the 1990 census. Also according to the 1990 census, there are 7,875 persons below 100% of poverty and 10,472 persons below 125% of poverty in the CAI service area. CAI provides services to 7,000-9000 low-income people annually in one or more of its 30 programs. The poverty rates for the four largest communities are as follows: Haverhill 9%; Newburyport 5.7% Amesbury 6.3% and Salisbury 8.5%.

CSBG Funded Client Outcomes:

One hundred eighty (180) clients participated in the Amesbury Self-Sufficiency Program; 734 clients improved their housing situation due to participation in the Haverhill Housing Services; 200 attended Education and Training/Workforce Development type activities; 2,600 families and their children addressed their nutritional needs by participating in the Women Infant and Children (WIC) program; 1,786 area clients addressed and resolved issues by participating in a Consumer Protection & Mediation program; 694 clients addressed their food needs by participating in the Amesbury Food Pantry; and 1,050 clients participated in the CAI Drop-In Center.

Coordination of Services:

CAI collaborates with many area organizations and businesses to meet the goals of individual programs. They are: Haverhill Public Library: Adult Youth Education; Department of Social Services: Child Care and Head Start; School Systems: Adult Basic Education; Department of Public Health: Substance Abuse, Tobacco Coalition; Department of Transitional Assistance: Welfare-to-Work; United Way of the Merrimack Valley: Early Childhood Development; Northern Essex Community College: Education and Training; Lower Merrimack Valley Workforce Investment Board (WIB): Education and Training; and Office of the Attorney General: Consumer Protection.

FY 2000 Program Accomplishment:

CAI received funding from the Massachusetts Department of Public Health to implement the Family Connection project. Haverhill was one of only two cities within Massachusetts to receive this funding.

Screenings to the Family Connection project will be conducted through the existing FIRST Link Project coordinated by the Haverhill Family Network. The goal is to reduce and/or eliminate risk behaviors before the birth of another child. Case management services will be conducted by Health Quarters/Family Planning during the first year and WIC will also conduct Case management services during the second and subsequent years. The objectives of the Massachusetts Family connection project are: to establish an ongoing system of services that provides effective recruitment of clients and utilization of prevention and treatment services for the indexed risk behaviors (unprotected sex, smoking and drug and alcohol use); to train providers of community-based services for women in effective risk behavior screening and the use of the brief intervention model of counseling; and to demonstrate the effective utilization of case management services within both family planning and WIC to counsel and refer women for risk behaviors.

COMMUNITY ACTION PROGRAMS INTER-CITY, INC.

100 Everett Avenue, #14, Chelsea, MA 02150

617-884-6130 (phone), 617-889-8110 (fax)

www.capicinc.org (website)

rsrepucci@msn.com (e-mail)

Executive Director:	Robert S. Repucci	Board President:	Virginia Mikaelian		
Number of Staff:	100	Number of Board Members:	18		
Total Agency Budget:	\$6,500,000	FY 2001 CSBG Allocation:	\$272,938		
Total Service Area Population:	89,623	Total Clients Served Yearly:	5,000	Poverty Population:	12,656
Designated Area:	Chelsea, Revere, and Winthrop				

Mission Statement:

CAPIC's mission is to identify and address the needs, problems, and concerns of those in poverty and to enable the individually poor to achieve and maintain self-sufficiency. This mission obligates CAPIC to unite the public and private sectors of the communities served and beyond with a common aim of providing creative programs of affordable housing, job training, and particularly educational opportunity. In fulfilling its mission, CAPIC will actively stimulate the creation and promotion of the processes and programs necessary to identify and eradicate poverty. In fulfilling its mission, CAPIC will enable the poor to live in dignity, and ultimately to both achieve and maintain self-sufficiency.

Program Inventory:

Head Start, Child Care, Youth Programs, Summer Camps, Nutrition, Emergency Food Assistance, Food Stamp Outreach, Fuel Assistance, and Weatherization, Adult Education, Crime Prevention, Housing Search, Housing Assistance, Inter-City Martial Arts Academy, Domestic Violence Prevention, Community Partnerships; and Infant & Toddler Program.

COMMUNITY ACTION PROGRAMS INTER-CITY, INC.

Community Profile:

The City of Chelsea represents approximately 1.1% of poverty population of the state. Revere has a large growing elderly population and a growing population of single female head of households living in poverty.

CSBG Funded Client Outcomes:

Five (5) youths obtained summer employment, 16 individuals received referral for employment opportunities; 4 Head Start parents gained employment; 100 families enrolled in Child Development and After School Development Center were able to seek or maintain employment; 145 families were able to seek or maintain employment through the Chelsea City Wide Special Summer Program; 129 families participating in the Homelessness Intercept Program were placed into housing and 146 families enrolled in the HIP Stabilization component of the program; 8 individuals sought Community Service work through the referral of DTA; 20 families enrolled in the Martial Arts Program; 9 individuals sought educational opportunities; 260 families received transportation services for child care services; 4,524 families received energy conservation measures through the various energy programs and 63 participants received food stamp information and referral assistance; 356 received child care services; 50 individuals enrolled in Responsible Payee Program; and 35 households received counseling from Crisis Intervention Manager due to domestic violence, 605 families received emergency vouchers and clothing donations or referral.

Coordination of Services:

CAPIC collaborates with many area organizations, for example: Community Linkages - Bunker Hill Community College, Boston Children Services Home for Little Wanderers Centro Hispano De Chelsea; Family Issues/Safety - Aids Action Committee, Alcohol Substance Abuse Program (ASAP), Family to Family Project; Housing - Chelsea Housing Authority, Community Services Network, and other area Housing Authorities; Job Training/Educational - LARE Training, Chelsea Health & Human Services, and Adult Education Program

FY 2000 Program Accomplishment:

CAPIC received a Housing Assistance Program Award for Region Two, and received the National Association for the Education of Young Children Head Start accreditation for excellence. CAPIC also created a new Infant and Toddler Program.

COMMUNITY TEAMWORK, INC.
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www.comteam.org (website)
jcanavan@comteam.org (e-mail)

Executive Director:	James L. Canavan, Jr.	Board President:	William J. Blair			
Number of Staff:	385	Number of Board Members:	27			
Total Agency Budget:	\$39,000,000		FY 2001 CSBG Allocation:	\$446,869		
Total Service Area Population:	311,439	Total Clients Served Yearly:	10,000	Poverty Population:	25,533	
Designated Area:	Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsborough, Westford					

Mission Statement:

CTI's mission is to assist low-income people to become self-sufficient, to alleviate the effects of poverty, and to assist low-income people to participate in the decisions that affect their lives.

Program Inventory:

Family Child Care, Center-Based Child Care, Infant and Toddler Care, After School Care, Section 8 Rental Subsidy Program, First Time Homebuyer Programs, Foster Grandparents, Senior Companions, and Retired Senior Volunteer Programs, Head Start, Early Head Start, Farmers Market, Farmers Market Coupon Program, HEARTWAP, Weatherization, WIC, Food Stamp Outreach, Emergency Shelter, Fuel Assistance, Home Modification Loan Program, Child Care Information and Child Care Voucher Management, Housing Assistance Program, Section 8 JobLinks, Welfare to Work Program, Section 202 housing for elderly and handicapped people.

Community Profile:

CTI provides services for most of the Greater Lowell area (as well as much of Middlesex County and Essex County for specific programs). The Lowell Enterprise Community including Downtown Lowell and surrounding neighborhoods had a 37.5% poverty rate. The rest of Lowell and the towns had lower rates. According to the 1990 Census, 83,859 of the total population of 103,439 were of European ancestry (principally Irish, French and Greek). A total of 11,439 residents were of Asian ancestry (mostly Cambodian), and 10,499 were of Hispanic origin. And 28,474 residents of the Greater Lowell were under 125% of the poverty income level. Most housing costs more than low-income people can afford because of the impact of economic booms on the housing market.

CSBG Funded Client Outcomes:

One thousand two hundred and fifty six (1,256) families accessed full-time child care; 44 Head Start parents attended GED or ESL classes; 185 households completed homebuyers' seminar; 1,866 families accessed decent affordable housing through Section 8 subsidies; 7,505 women and children gained access to improved nutrition; 1,000 households received food stamps, 1,280 children enrolled in CTI's child care programs increased their nutrition; 58 elderly residents maintained independent living situations; 18 people with AIDS in Julie House lived independently; 39 families ameliorated their emergency shelter needs; 7,700 families reduced their energy cost by participating in the fuel assistance program; and 21 families moved from shelters to permanent housing.

Coordination of Services:

CTI's strength lies in its partnerships with the Greater Lowell community, including other non-profit agencies, area businesses and corporations, civic groups, churches, and neighborhood associations. Some of those partnerships include: Spindle City Corps, Sierra Leonian Association of Lowell, United Teen Equality Center, Lowell Housing Partnership, Greenhalge Homework Center, Lowell Middlesex Academy Charter School, Friends of Tyler Park, SuitAbility, Enterprise Community Foundation, Healthy Summer Program, Centralville Neighborhood Partnership, Recruitment Resource Task Force, and Youth Loop.

FY 2000 Program Accomplishment:

CTI developed a successful application for a Housing Assistance Program; blending housing search and homeless intercept, in partnership with Emmaus, Inc. of Haverhill. CTI's Housing and Community Development Department also implemented the first phase (recruitment and intake) of the JobLinks Program, a Section 8 Program targeted by the Department of Housing and Community Development to assist Welfare recipients to leave Welfare by getting better housing. In addition, the U.S. Department of Agriculture (USDA) awarded CTI a \$135,000 grant to implement a cost-effective strategy for residents in Lowell so that they can become nutritionally and economically self-sufficient over the long term. The project, entitled, Lowell Farming and Food Project, aims at producing and marketing culturally appropriate foods to low-income residents in the community.

FRANKLIN COMMUNITY ACTION CORPORATION

393 Main Street, Greenfield, MA 01301

413-774-2318 (phone), 413-773-3834 (fax)

www.fcac.net (website)

info@fcac.net (e-mail)

Executive Director:	Jane Sanders	Board President:	Donna Liebl		
Number of Staff:	150	Number of Board Members:	18		
Total Agency Budget:	\$9,000,000	FY 2001 CSBG Allocation:	\$246,179		
Total Service Area Population:	70,092	Total Clients Served Yearly:	5,000	Poverty Population:	6,623
Designated Area:	Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Levrett, Leyden, Monroe, Montague, New Salem, Northfield, Orange, Rowe, Shelburne, Shutesbury, Sunderland, Warwick, Wendell, and Whately				

Mission Statement:

FCAC is dedicated to promoting economic justice and improving the quality of life for low-income people.

Program Inventory:

Head Start, Fuel Assistance, Energy Conservation, Child Care Resource and Referral, Youth Programs, Family Network, Healthy Families, First Call for Help, Housing Programs, Even Start, Mediation and Training, Early Head Start, Family Child Care, WIC, Food Pantry, HIV/AIDS Prevention, and Annual Rural Poverty Conference.

FRANKLIN COMMUNITY ACTION CORPORATION

Community Profile:

Franklin County, located in the northeast section of Western Massachusetts comprises twenty-six towns. With a total population of 70,092 covering 725 square miles, it is the most rural county in the state. The fastest growing segment of the County's population, as well as the nation's, is the middle-aged, the "aging baby-boomers." The proportion of Franklin County's population between the ages 45 and 64 dramatically increased by 50% during the past decade and will continue to increase during the next 10 years. The elderly population consisting of those 80 years and older is also growing. As this age group increases, so will their need for services. At the other end of the age scale, the growth rate of pre-school and school aged children has either decreased, or is not growing as fast as other groups. Nonetheless, it is important to note that proportionately these young people will continue to make up approximately 25% of the population; thus, their need for services will not decrease. While the county is predominately white (97%), there has been a rapid growth among ethnic minority groups particularly Asians and Hispanics. Language and culturally appropriate services of all kinds will be needed.

CSBG Funded Client Outcomes:

One thousand sixty four (1,064) parents enrolled in child care or accessed referral information to child care programs; 563 households found or maintained permanent housing; 2,578 at-risk women improved their and their newborn's health through participation in the Women Infant and Children (WIC) program, 180 households increased access to nutritious food and information; 28 attended educational and literacy programs; 4,303 households reduced annual energy costs through energy conservation; 40 households increased hours of volunteer service; 14 women participated in an empowerment model established at a new women's center; 24 new and renewed partnerships were established; 135 employees participated in staff training; low income community accessed 1,500 hours of public forums and trainings on issues important to them; 192 at-risk of abuse children received Head Start services; 55 parents reduced their cost of child care due to subsidies; 1,283 households increased access to resources; 100 agencies were made available for increased access; 876 households at-risk of no heat situations received assistance; 191 households at-risk of homelessness received assistance; 173 households at-risk of no heat due to mechanical problems received assistance; and 4,130 at-risk households maintained home heating due to agency intervention.

Coordination of Services:

The partnerships that FCAC have formed include: Regional Employment Board, all school departments, Community Partnerships for Children, Basic Needs Task Force, local hospital, all regional agencies, local organizations, and the local Community College.

FY 2000 Program Accomplishment:

FCAC's Center for Self-Reliance Food Pantry has expanded this past year and is currently in a growth period. The Center is now open five days a week - which is double the hours of the previous year. The Center has also increased its serving of fresh produce (some of which is grown in the Center's plot in the community garden). Last year, 1,025 individuals received services through the Center. New funds received from a state and federal "FoodReach" grant and a Greenfield Community Development Block Grant assisted in the expansion of the food services network. FCAC also received funds from the Community Kitchens/Western Massachusetts Food Bank, Food For All, and the Project Bread.

GREATER LAWRENCE COMMUNITY ACTION COUNCIL, INC.

350 Essex Street, Lawrence, MA 01840

978-681-4900 (phone), 978-681-4949 (fax)

www.glcac.org (website)

aalayon@glcac.org (e-mail)

Executive Director:	Philip F. Laverriere, Sr.	Board President:	Maria Rosati		
Number of Staff:	350		27		
Total Agency Budget:	\$17,000,000	FY 2001 CSBG Allocation:	\$301,034		
Total Service Area Population:	162,140	Total Clients Served Yearly:	20,000	Poverty Population:	23,250
Designated Area:	Andover, Lawrence, Methuen, and North Andover				

Mission Statement:

GLCAC encourages and promotes the improvement of community life in Greater Lawrence and the extended service areas. The philosophy is simple -- to help those in need so that they learn to help themselves. GLCAC's mission is to serve as the "ladder" for the low-income residents of Greater Lawrence and the extended community.

Program Inventory:

Community Partnerships for Children in Lawrence and Methuen, Education and Training, ESL, Child Care, Head Start, WIC, Immunization, Lead Screening and Lead Poisoning Prevention, Direct Service to Ethnic Minorities, Emergency Assistance, Linkages, Special Events for Children and Youth, Child Abuse Prevention, Consumer Education, Weatherization, and Fuel Assistance.

GREATER LAWRENCE COMMUNITY ACTION COUNCIL, INC.

Community Profile:

The designated service area population is 162,140, of which approximately 14% have an income at or below poverty level. Even though the average median income for the area is \$43,162, the median income for Lawrence is approximately 50% below this average - at \$22,183. This type of contrast is also prevalent in housing area. The average homeownership rate is 71% for the towns of Methuen, Andover, and North Andover. Whereas, it is only 32% in the City of Lawrence. Despite these disparities in income, poverty rate, and homeownership, the area has an exceptionally good highway and commuter rail facilities.

CSBG Funded Client Outcomes:

Twelve (12) welfare to work participants sought and obtained employment through GLCAC services; 737 parents received training, obtained and/or maintained employment; 56 parents attended educational and literacy programs; 117 staff accessed post-secondary education; 7,757 women and their children addressed their nutritional needs through the Women Infant and Children (WIC) program; 22 students remained in school, improved grades, and reduced engagement in juvenile delinquent behavior; 5,548 households addressed their energy-related needs; 225 households reported an increase in children's involvement in extra-curricular activities; 100 staff hours were committed to community revitalization; 52 programs collected uniform data and increased efficiency, communication, and research capacity through internet access and e-mail; 744 households in-crisis ameliorated their emergency needs; 479 children and their families received an array of services due to participation in the Head Start program; 1,200 families increased their social interaction by participating in the Annual Christmas Party of Spanish Community Program - a total of 4,763 families improved stability through the Spanish Community Program; 190 individuals improved their health and addressed medical needs via the Health Care Access project; 447 individuals addressed and resolved issues through the Consumer Protection Program; and a total of 258 households indicated improved family functioning since participating in the overall services or activities of the agency.

Coordination of Services:

Since its inception, GLCAC, Inc., has been a consistent partner in working with local government, business, agencies, and neighborhoods in creating opportunities and providing hope for people living in poverty. Some linkages the GLCAC, Inc. has with other agencies/organizations, but not limited to, include: Andover Housing Authority, First Essex Bank, Lawrence General Hospital, Massachusetts Consumers Coalition, Merrimack College, Lawrence Boys and Girls Club, Jewish Family Services of the Merrimack Valley, Northern Essex Community College, Family Network, Massachusetts Society for the Prevention of Cruelty to Children, United Tenants Council, Red Cross, Semana Hispana, Inc., Hispano Network, Greater Lawrence Family Health Center, Holy Family Hospital, Methuen/Arlington Neighborhood Council, Methuen Youth Center, Community Health Network Area 11 and 12, National Association for the Education of Young Children, National Exchange Club Foundation, Parents Anonymous of Boston, Plains Community Center, and Child Care Circuit.

FY 2000 Program Accomplishment:

GLCAC has renovated 25,000 sq. feet of space for an Early Learning Center and Training facility for 230 pre-school children. A Family Support Center is also being established in coordination with the Exchange Club to serve abused children. Two other program accomplishments are: a Teacher Assistant Program and a Partnerships in Diversity Program.

HAMPSHIRE COMMUNITY ACTION COMMISSION

56 Vernon Street, Northampton, MA 01060

413-582-4200 (phone), 413-582-4202 (fax)

www.hcac.org (website)

asax@hcac.org (e-mail)

Executive Director:	Alan C. Sax	Board President:	Joyce Onafowokan		
Number of Staff:	170	Number of Board Members:	18		
Total Agency Budget:	\$5,500.000	FY 2001 CSBG Allocation:	\$310,400		
Total Service Area Population:	325,570	Total Clients Served Yearly:	12,000	Poverty Population:	24,671
Designated Area:	Agawam, Amherst, Belchertown, Blandford, Brimfield, Chester, Chesterfield, Cummington, Easthampton, East Longmeadow, Goshen, Granby, Granville, Hadley, Hampden, Hatfield, Huntington, Longmeadow, Ludlow, Middlefield, Monson, Montgomery, Northampton, Palmer, Pelham, Plainfield, Sandisfield, South Hadley, Southampton, Southwick, Tolland, Wales, Ware, Warren, Westhampton, West Springfield, Westfield, Wilbraham, Williamsburg, and Worthington				

Mission Statement:

The mission of HCAC is to make Hampshire County more responsive to the needs and interests of low-income people throughout Hampshire County. HCAC's main goal is to secure opportunities to assist those who have the potential to become financially self-sufficient and to ensure that those who require services are able to obtain necessary assistance while maintaining the highest degree of self-esteem.

Program Inventory:

Community Organizing, First Steps, Family Centers, Teen Centers, Hilltown Social Services, Head Start, Day Care, Child Care Focus, Hampshire County Family Network, Gateway Food Pantry, First Call for Help, Casa Latina, Affordable Housing Advocacy, Housing Assistance Program, Housing Services, Grove Street Shelter Day Programs, Retired Senior Volunteer Program, WIC, Energy Conservation, and Hampshire Health Access, Foster Grandparents.

HAMPSHIRE COMMUNITY ACTION COMMISSION

Community Profile:

Hampshire County is comprised of six (6) larger communities-Amherst, Belchertown, Easthampton, Northampton, South Hadley and Ware-and fourteen smaller, rural towns. The county is bisected by the Connecticut River and services are concentrated adjacent to the river, in the center of the county. The fastest growing segments of the population are middle-aged (45 to 64 years of age) adults and the elderly (75 and above). While the county is predominantly white, Hampshire County is experiencing rapid growth among ethnic minority groups, particularly Hispanics and Asians. Demographic forecasts also indicate that the average household income in the county is increasing, with the fastest growth among moderate and upper-income families. By 2003, it is estimated that there will be 20,000 low-income families in the county. More than 40% of the households in the county will not have sufficient income to meet basic needs for housing, food, health care, transportation, and child care.

CSBG Funded Client Outcomes:

Fifty (50) enrollees became more self-sufficient after participation in the programs; 120 individuals participating in the group activities reported feeling a part of the community; and 5,266 clients met their needs through referral.

Coordination of Services:

HCAC participates in partnerships with organizations such as: Community Partnerships for Children, Massachusetts Department of Education, Pioneer Valley Women, Infants, and Children Partnership, Cooley Dickinson Hospital, Mary Lane Hospital, Hilltown Community Health Centers, Casa Latina, the Cambodian American Assoc., Center for New Americans, Western Massachusetts Food Bank, the Hampshire Educational Collaborative, the Massachusetts Justice Project, the Franklin/Hampshire Employment Training Consortium, the Hilltown Community Development Corporation, Next Step Collaborative, ServiceNet Grove Street Inn, CHCD's Jessie's House, Helen Mitchell Outreach Project Coalition for the Homeless, Northampton Housing Partnership, and the Young Parent Network.

FY 2000 Program Accomplishment:

None reported.

LYNN ECONOMIC OPPORTUNITY, INC.
113 Munroe Street, Lynn, MA 01901
781-581-7220 (phone), 781-581-5320 (fax)
lynnecoopp@aol.com (e-mail)

Executive Director:	John Mogielnicki	Board President:	Sue Levine Wanka		
Number of Staff:	115	Number of Board Members:	15		
Total Agency Budget:	\$6,250,000	FY 2001 CSBG Allocation:	\$388,000		
Total Service Area Population:	160,371	Total Clients Served Yearly:	8,100	Poverty Population:	15,704
Designated Area:	Lynn				

Mission Statement:

LEO's mission is to alleviate the immediate effects of poverty in the Lynn area while striving to eliminate its root causes, and thereby improve the quality of life for all residents of the Lynn area. LEO's purpose is to stimulate the commitment of public and private resources towards the end of enabling low-income families and individuals to become self-sufficient. LEO recognizes the necessity of addressing the political and social, as well as economic, bases of poverty.

Program Inventory:

Advocacy Services, Fuel Assistance, Head Start, Day Care, After School, Meals/Nutrition for Children, Affordable Housing Development and Management, FEMA, Water & Sewer Assistance, Nutrition Education, Tenant Education and Advocacy, Eviction Referral/Services, Housing Stabilization, Transitional Housing and Emergency Homeless Services.

Community Profile:

The City of Lynn is located on the northern shore of Massachusetts. It is the largest city in Essex County. It is an urban manufacturing and commercial center that is densely populated and culturally diverse. Along with the rest of New England, Lynn has witnessed a severe economic decline in the latter half of the twentieth century as many industries have moved out. Lynn has become the new home of several immigrant groups including Southeast Asians and Russians. In addition, its Hispanic and black populations have continued to increase since the 1990 census was undertaken. Lynn has a significant homeless population. Lynn's residents include a considerable number of children with more women than men residing in the city. Lynn has a poverty rate of 15.9% - one of the highest in Massachusetts.

CSBG Funded Client Outcomes:

Eighty-nine (89) parents of children in LEO child development programs trained for, sought, and/or maintained employment; 16 participants attended educational programs; 410 clients increased their access to nutritious foods; 510 participants reduced their energy cost and addressed their needs by participating in energy conservation and water service assistance; 103 participants improved their parenting skills; 814 clients accessed counseling services; 127 individuals participated in housing related services; 150 households volunteered their services; 4,637 households needs were ameliorated through advocacy services and fuel assistance support; 449 children strengthened through the Head Start Program; 6,046 individuals requesting assistance resulted in increased access to resources such as health care, mental health care, and substance abuse services.

Coordination of Services:

LEO works closely with many other community groups/service providers such as Lynn Public Schools, Lynn PACT, Operation Bootstrap, Essex County Community Organization (ECCO), Lynn Community Health Center and Neighborhood Legal Services.

FY 2000 Program Accomplishment:

FY 2000 Program Accomplishments included a successful Prison to Work Program, a Transitional Housing Program for Substance Abusers and the purchase/rehabilitation of five (5) classrooms of West Lynn Child Care Center.

MONTACHUSETT OPPORTUNITY COUNCIL, INC.

66 Day Street, Fitchburg, MA 01420

978-342-7013 (phone), 978-345-8626 (fax)

kjm@ultranet.com (e-mail)

Executive

Director: Kathleen J. McDermott

Board

President: James Lanciani, Jr.

**Number of
Staff:**

375

**Number of Board
Members:**

24

**Total Agency
Budget:**

\$14,540,198

**FY 2001 CSBG
Allocation:**

\$343,848

**Total Service
Area Population:**

254,764

Total Clients

Served Yearly: 19,568

Poverty

Population: 18,564

**Designated
Area:**

***Ashburnham, Athol, Berlin, Bolton, Clinton,
Fitchburg, Gardner, Lancaster, Leominster,
Phillipston, Royalston, Sterling, Templeton,
Westminster, Winchendon***

Mission Statement:

MOC's mission is to develop collaborative opportunities and empower low-income individuals and families in the Montachusett region to achieve self-sufficiency through: providing services with dignity; assisting in overcoming barriers; and advocating and coordinating efforts to alleviate the causes and effects of poverty.

Program Inventory:

Employment and Self-Sufficiency (Welfare to Work Case Management, Medical Office Administration, Training Opportunities Plus Support, Workplace Education, Youth Services, Job Bank Clearinghouse, Cyber Café, Latino Services Program), MOC Child Care and Head Start Services, Family Planning, WIC, HIV/AIDS Education and Support Services, Lead Prevention Education Program, Gateway Health Access Program, Healthy Homes Program, Wellness Program, Congregate and Home Delivered Meals, Nutrition Services, Elder Home Repair, Transportation, Weatherization, Heating Repair and Replacement, Appliance Monitoring and Replacement, and Moderate Risk Deleading Training.

MONTACHUSETT OPPORTUNITY COUNCIL, INC.

Community Profile:

Montachusett Opportunity Council, Inc., service area covers an area of approximately 675 square miles encompassing 32 cities and towns. The principal urban centers of Fitchburg/Leominster and Gardner form the focus of the regions economy and can be characterized as small industrial cities whose industrial base have emigrated in the last three decades and are struggling to maintain economic viability. The small urbanized areas; Clinton, Athol, Ayer and Winchendon are small industrial based cities and mill towns which previously relied on one or two industries or manufacturers for their economic base.

CSBG Funded Client Outcomes:

One hundred sixty-seven (167) at-risk out of school youth enrolled in the School to Career, Job Placement/Development and Summer Youth Employment & Training programs; 68 clients participated in the Skills Training Programs and Regional Employment Partnership Case Management Program; 1,679 families participated in the Welfare to Work, Childcare, Head Start, and Community Partnership Programs; 204 clients participated in Adult Basic Education, ESOL, Family Literacy and Workplace Education Programs; 1,243 households reduced their energy cost and addressed their needs by participating in energy assistance programs, 5,921 clients addressed their food and nutritional needs by participating in the Elderly Nutrition Program "soup kitchen", food pantry, and food distribution programs; 4,476 women and children addressed their nutritional needs by participating in the Women Infant and Children (WIC) program; 8,962 clients increased access to health services and health information and referral; 9,931 clients availed themselves of available and affordable medical, human service, and handicap transportation; 3,805 households participated in Emergency Services programs; 3,742 clients participated in the Community Information & Referral Program; and 26 clients participated in the Families First Program.

Coordination of Services:

MOC has developed a divisional structure to better coordinate and focus its service provision. The divisions include MOC Central Administration, the Division of Child Care & Head Start Services, the Division of Community Services, which includes Elder Services (Elder Home Repair program), Energy & Environmental Services and MOC Dial-A-Mart, the Division of Education, Employment and Self-Sufficiency and MOC Pro Health. In addition, MOC works with its delegate agencies, (the Gardner CAC, the Spanish American Center, WHEAT, and the Winchendon CAC) which receives a portion of the agency's Community Services Block Grant funds to leverage other funding in order to provide many needed services to their own communities. These delegate agencies, together with the Fitchburg/Leominster CAC, provide a wide array of information, referral, outreach, advocacy, counseling and education services.

FY 2000 Program Accomplishment:

MOC's Cyber Café, a computer access for empowerment program, a project in part funded by DHCD is a new program with a mission to provide access to computers, associated technology and the Internet for all members, especially students, low income and the disadvantaged of area neighborhoods and communities. The main Cyber Café is located at the F/LCAC, 405 Main Street, Fitchburg. Two additional sites are at Green Acres Village, 48 Normandy Road, Fitchburg and at Gardner CDC, 7 Parker Street, Gardner. A fourth site is scheduled to open in the spring of 2001 at the Spanish American Center.

NORTH SHORE COMMUNITY ACTION PROGRAMS, INC.

98 Main Street, Peabody, MA 01960

978-531-0767 (phone), 978-531-1012 (fax)

Elizabeth@NSCAP.org (e-mail)

Executive

Director: Elizabeth Hogan

Board

President: Brenda A. Marotto

**Number of
Staff:**

87

**Number of Board
Members:**

18 (12 filled)

**Total Agency
Budget:**

\$3,500,000

**FY 2001 CSBG
Allocation:**

\$295,683

**Total Service
Area Population:**

147,499

**Total Clients
Served Yearly:**

3,500

**Poverty
Population:**

9,978

Designated

Area:

Beverly, Danvers, Peabody, and Salem

Mission Statement:

NSCAP functions to stimulate a better focusing of all available resources, public and private, to enable low-income persons to obtain the skills, knowledge, and motivation to secure the opportunities needed to become self-sufficient and live in dignity and decency. NSCAP will undertake such initiatives as making the entire community more responsive to the needs and interests of the poor, bringing about greater participation in the affairs of their community, and the development of self-help institutions as a means of improving community conditions.

Program Inventory:

Information & Referral, Tenant/Landlord Counseling, Mediation Program, Fuel Assistance, Scattered Site Shelter, Housing Search for HIV/AIDS population, Housing Assistance Program, Home Health Care & Chore Service, Adult Basic Education and Transition to Work Program.

Community Profile:

The North Shore is often perceived as a place of great wealth. However, this wealth belongs to only a minority of North Shore residents. Urban communities including Danvers, Salem, Peabody and Beverly have large numbers of low income families, many of whom have recently arrived from Latin America, Portugal (particularly the Azures), Russia and Eastern Europe. Although Essex County has a predominantly white population, there have been significant shifts over the last decade, particularly in Salem, Peabody, and Beverly. The largest minority group is Latino, with many new immigrants from the Dominican Republic and Central American countries.

CSBG Funded Client Outcomes:

One thousand nine hundred and thirty (1,932) two people received housing advocacy, counseling and housing search services; 444 families maintained tenancy for at least six months; 31 individuals obtained employment, 88 households improved their living conditions through landlord counseling and payment services; 2,767 households received energy assistance; 184 participants enrolled in educational programs; 19 students volunteered with the citizenship classes; 20 staff people were able to gain computer knowledge; and 150 new households received NSCAP's newsletter.

Coordination of Services:

NSCAP works with a variety of providers on the North Shore, i.e. Citizens for Adequate Housing, Salem Harbor CDC, We Care About Homes, Local Housing Authorities, Neighborhood and Merrimack Valley Legal Services, Catholic Charities, Salem Mission, Beverly Bootstraps, Haven From Hunger, HAWC, DTA, and Salem Community Health.

FY 2000 Program Accomplishment:

NSCAP received \$111,000 in grant funds from the Massachusetts Department of Education to undertake an English for Speakers of Other Language (ESOL) project. Classes are held at NSCAP's Family Center and the Peabody Institute's public library building three times a year for a total of 35 students. According to NSCAP's projection, approximately 92% of these students will improve their English skills upon completion of their respective classes.

PEOPLE ACTING IN COMMUNITY ENDEAVORS, INC.
P. O. Box 5626, 166 William Street, New Bedford, MA 02742
508-999-9920 (phone), 508-999-3728 (fax)
www.paceinfo.org (website)
pacemorell@aol.com (e-mail)

Executive Director:	Bruce Morell	Board President:	John Moniz		
Number of Staff:	205	Number of Board Members:	21		
Total Agency Budget:	\$31,000,000	FY 2001 CSBG Allocation:	\$420,110		
Total Service Area Population:	167,119	Total Clients Served Yearly:	30,000	Poverty Population:	19,967
Designated Area:	New Bedford				

Mission Statement:

The mission of PACE is to develop strategies and to mobilize resources to alleviate poverty in New Bedford; to provide a leadership role in developing new programs and initiatives in order to increase the status and economic self-sufficiency of low-income residents in New Bedford; to increase awareness among low-income people, public officials, media, and general public regarding the causes and impact of poverty on the lives of low-income people; and to motivate and engage low-income residents in programs and strategies to alleviate poverty.

Program Inventory:

Head Start, Child Care Resource and Referral, Voucher Day Care Management, Massachusetts Family Network, Housing Services, Furniture Assistance Program, Youthbuild, New Bedford AIDS Consortium, Fuel Assistance, SHARE Program, Food Bank, Clothing Bank, Health Care Access Program, and Welfare to Work.

Community Profile:

Once the whaling capital of the world, New Bedford has, in the past, relied on textile manufacturing and commercial fishing for its economic base. With the decline of textile manufacturing in this country and government regulations protecting fish stocks, New Bedford's recent history has been one which the area has had some of the highest unemployment rates in the Commonwealth. With a large percentage of its population from Portuguese ancestry, New Bedford is a melting pot of nationalities with significant populations of Cape Verdeans, Hispanics and African Americans. Problems ranging from having one of the highest substance abuse and HIV/AIDS population and traditionally low paying jobs to lack of affordable housing continue to plague the City.

CSBG Funded Client Outcomes:

One thousand one hundred and twenty five (1,025) parents were able to train for, seek, obtain, and/or maintain employment; 635 families were provided with services that prevented them from becoming homeless; 17 participants enrolled in educational and literacy programs; 233 households increased access to nutritious food and nutritional education; 18 individuals volunteered services in their community; 8,435 households in crisis emergency needs were ameliorated; 416 children participated in Head Start; 815 individuals increased access to resources.

Coordination of Services:

PACE maintains effective partnerships with other community agencies, city government and the private sector to develop approaches to deal with the effects of poverty. As the lead agency for the New Bedford AIDS Consortium, PACE subcontracts with community based organizations such as Catholic Social Services, the Greater New Bedford Health Center, Coastline Elder Services, the Center for Health and Human Services, Positive Action for Alcohol and Chemical Addiction and the Greater New Bedford Child and Family Services for direct services to people living with HIV. PACE worked with the Greater New Bedford Regional Vocational Technical High School, the New Bedford public and private schools, local dentists and hygienists to establish a dental sealant program for all second grade students in the City who cannot afford or who do not have access to dental care. PACE's housing services program works with other agencies, private landlords and tenant to help find affordable housing for low-income people.

FY 2000 Program Accomplishment:

During FY 2000 PACE worked with the Greater New Bedford Regional Vocational Technical High School to establish a dental clinic to address the severe need for dental care for low-moderate income families/individuals. As part of our Health Care Access Program, PACE identified a severe need for dental care among the low-income population. Working with the Greater New Bedford Regional Vocational Technical High School and its dental assistant program, the Department of Public Health, and Tufts Dental School, PACE worked to have a free dental clinic developed to meet this severe need. In addition to the free dental care, dental assistant students at the high school got school-to-career work experience working along side the professionals who volunteered their time and effort.

QUINCY COMMUNITY ACTION PROGRAMS, INC.

**1509 Hancock Street, Quincy, MA 02169
617-479-8181 (phone), 617-479-7228 (fax)**

bas@qcap.org (e-mail)

Executive Director:	Beth Ann Strollo	Board President:	James Flaherty		
Number of Staff:	160	Number of Board Members:	21		
Total Agency Budget:	\$17,600,000	FY 2001 CSBG Allocation:	\$246,179		
Total Service Area Population:	209,075	Total Clients Served Yearly:	7,938	Poverty Population:	11,071
Designated Area:	Braintree, Hull, Milton, Quincy, and Weymouth				

Mission Statement:

Through public and private partnerships, QCAP will endeavor to assist families and individuals in the community to improve the quality of their lives by minimizing the effects of poverty, promoting self-sufficiency, and advocating for social change.

Program Inventory:

Affordable Housing Development, Property Management, First Time Homebuyer Education, Tenant/Landlord Counseling and Mediation, Mortgage Foreclosure Counseling, Housing Assistance Program for Region 5 (Quincy, Brockton & Plymouth), Home Equity Conversion Mortgage Program, Fuel Assistance, Weatherization, Heating System Services, Appliance Management Program, Community Care for Kids (child care resource & referral), Emergency Food Center, Homeless Elders Program, Adult Basic Education and English for Speakers of Other Languages, Job Link (career development program), Head Start, Quincy Family Network and Community Partnerships for Children.

QUINCY COMMUNITY ACTION PROGRAMS, INC.

Community Profile:

The ethnic/racial makeup of the community reveals that the area's total population is 96% white, 1.6% Black, 2.4% Asian and 1% of Hispanic Origin. Even though the Asian population in Quincy was only 7% of the total population in 1990, it is now estimated close to 18% according to school enrollment data. The poverty rate is five percent with the median income at \$42,598.

CSBG Funded Client Outcomes:

Sixty eight (68) adults participated in Job Link, 218 families participated in the Homelessness Intercept Program, 777 individuals and families completed homebuyer classes or received tenant/landlord counseling, 2,639 families received child care vouchers, 1,099 families were provided with child care providers, 154 adults enrolled in Adult Basic Education, 44 families maintained affordable housing, 3,553 participated in energy assistance program, 629 participated in nutritional programs, 44 residents were able to own affordable housing, 856 families, individuals and elders accessed FEMA fund and the Emergency Food Center; 436 children enrolled in Head Start, 350 tenants and landlords were better able to understand their rights and responsibilities through tenant/landlord education activities.

Coordination of Services:

QCAP collaborates with the following public and private entities to deliver services within its target area: ABCD, Action, Inc., Atlantic House, Atlantic Neighborhood Center, Asian American Service Association, Bank of Canton, Boston Financial Data Services, Brockton Area Multi-Services, Inc., Center for Education Enhancement, City of Quincy, Citizens' Bank, Citizens Energy Corporation, DOVE, Inc., Eastern Bank, First Early Intervention, Fleet Bank, Fr. Bill's Place, Fore River Clubhouse, Germantown Neighborhood Center, Hough's Neck Neighborhood Center, Lakeview Manor Tenant's Association, Local Housing Authorities (Quincy & Weymouth), Local Offices of DTA, DMH, DSS & DET, Manet Health Center, MASSCAP, Project Bread, Public Schools in Quincy, Weymouth, Braintree & Hull, Quincy College, Quincy Commission on the Family, South Coastal Career Development, South Middlesex Opportunity Council, Inc., South Shore Community Action Council, Inc., South Shore Day Care, Inc., South Shore Elder Services, Inc., South Shore Housing Development Corporation, South Shore Mental Health, South Shore Savings Bank, Thomas Crane Public Library, Town of Weymouth, Volunteers Lawyers Project, and Welch Health Care. QCAP also convenes the Community Partnerships for Children Councils in Quincy and Braintree, the Quincy Family Network Council, and the Adult Basic Education Collaborative Councils in Quincy and Weymouth.

FY 2000 Program Accomplishment:

QCAP was awarded a 5-year, \$1.3 million grant from the Massachusetts Department of Education to deliver Adult Basic Education, including English for Speakers of Other Languages in Quincy and Weymouth.

SELF HELP, INC.
Fagan Drive, Avon, MA 02322
508-588-0447 (phone), 508-588-1266 (fax)
www.selfhelpinc.org (website)
shiugs@popl.com e-mail)

Executive Director:		Board President:	
Ulysses G. Shelton, Jr.		James Dinsel	
Number of Staff:		Number of Board Members:	
280		25	
Total Agency Budget:		FY 2001 CSBG Allocation:	
\$17,000,000		\$400,041	
Total Service Area Population:	566,478	Total Clients Served Yearly:	8,953
		Poverty Population:	31,270
Designated Area:	Abington, Attleboro, Avon, Bridgewater, Brockton, Canton, East Bridgewater, Easton, Hanson, Holbrook, Mansfield, North Attleboro, Norton, Plainville, Randolph, Rockland, Sharon, Stoughton, West Bridgewater, and Whitman		

Mission Statement:

It is the mission of SHI to assist the poor and other vulnerable populations to achieve self-sufficiency and reach their full potential in employment, health/mental health, education, family life and parenting through the provision of quality services and supportive environments. SHI will develop, encourage and maintain partnerships among providers of services and residents to insure that all people have a voice in their community and in improving the quality of life for their neighbors, their families, and themselves.

Program Inventory:

Head Start, Summer Youth Employment, Career Development, (job training, job search, job placement, GED, ESL), Family Preservation Program, Fuel Assistance, Heating System Services, Lead Abatement Program, Information & Referral, Holiday Food Drive, Pregnancy Help Center, Family Planning, and Tobacco Cessation Program.

Community Profile:

Self Help, Inc.'s service area encompasses 31 cities and towns in Southeastern Massachusetts, a total of 520 square miles. According to the last U.S. Census, a total of 566,478 individuals reside in the service area of which approximately 5.52% are below the poverty level. A whole new population has also evolved, that of the working poor who are, on average, living at or below 200% of poverty. Although unemployment rates have plummeted during the last 3 years, workforce numbers have increased significantly leading one to believe that not only is unemployment at an all time low, but also our available workforce is at an all time high. When one looks at where people are employed in great numbers, it becomes evident that the majority is employed in services and trade, on average over 60%. Welfare numbers of families enrolled have been dramatically decreased, in some communities, up to 80% decreased over the past three years.

CSBG Funded Client Outcomes:

Eight hundred and fifteen (815) parents of Head Start children sought opportunities for employment, education, parenting and/or life skills classes and other involvement in their child's education/program; 274 families reported an increase in income since participating in the services of Self Help, Inc.; 551 number of households received energy assistance; 63 households were provided with financial assistance to abate lead hazards; 1,500 residents feel that they are part of the community due to participation in the program; 164 partnerships achieved among members of Early childhood care providers; 750 Head Start families with children enrolled in program receiving Family Services and Head Start training and educational opportunities; 7,240 applied for Fuel Assistance; 725 families sought emergency food from the Attleboro food pantry; 200 people targeted for participation in a smoking cessation program; 50 families participated in the SHI/DSS; 54 families participated in the SHI/MELD program.

Coordination of Services:

The Attleboro Site Office serves as a Central Intake Site for Attleboro residents and the contiguous towns. Residents can apply for any of the SHI services at this site as well as access information and referrals, educational materials and receive advocacy from its full time Outreach Worker. Through the food pantry, the site receives many donations from community residents and other groups including: the congregation of Agudeas Achim, Kiwanis Club, Immanuel Lutheran Church, First Baptist Church, Plainville Baptist Church, Hill Roberts School, Attleboro High School, YMCA, and many local businesses. The MELD Program enjoys many relationships with area providers and groups. Some of these groups include: South Bay Early Intervention Program, Brockton Neighborhood Health Center, Children's Trust Fund, and Brockton Hospital's Better Beginnings. Many local businesses have donated food and other goods such as toys, diapers, children's furniture and clothing.

FY 2000 Program Accomplishment:

Self Help, Inc. increased its funding and year round slots for working parents in the Head Start Program by 10%. Through child care subsidies, 410 families of Head Start children were able to increase their respective individual incomes.

SOUTH MIDDLESEX OPPORTUNITY COUNCIL, INC.

300 Howard Street, Framingham, MA 01701

508-620-2300 (phone), 508-620-2310 (fax)

www.smoc.org (website)

jimc@smoc.org (e-mail)

Executive Director:	James Cuddy	Board President:	Bruce Hulme		
Number of Staff:	575	Number of Board Members:	25		
Total Agency Budget:	\$36,000,000	FY 2001 CSBG Allocation:	\$271,600		
Total Service Area Population:	505,916	Total Clients Served Yearly:	32,273 ♦	Poverty Population:	7,764
Designated Area:	Ashland, Bellingham, Framingham, Holliston, Hopkinton, Marlborough, Natick, Southborough, and Wayland				

Mission Statement:

SMOC's mission is to mobilize and utilize public and private resources to advocate for and to improve the quality of life for low-income people in the metro west region. SMOC will organize, represent and advocate for low-income people in order to attack and eradicate the causes of poverty; provide direct services to low-income people designed to improve their quality of life; and foster community development through housing and economic development programs.

Program Inventory:

Framingham & Marlborough Resource Centers, Head Start, Day Care, Mental Health, SHARE Program, Substance Abuse Services, HIV/AIDS Housing Program, Fuel Assistance, Heating System Services, Weatherization, Affordable Housing Development, Section 8 Rental Assistance, Homeless Shelters, Operation Housing Search Homelessness Prevention Program, Small Business Loan Program, Metrowest Career Center, WIC, and Congregate and Home Delivered Meals.

♦ Reflects all clients served by off-site providers

Community Profile:

South Middlesex Opportunity Council (SMOC) is the federally designated community action agency for Ashland, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Natick, Southborough, and Wayland. In addition, SMOC services extend to 40 other communities through fifty programs. Framingham and Marlborough are the largest of the communities and, in part, have many characteristics of older urban areas. According to 1998 projections, the population of the area stands at about 225,000. The median age estimated in 1995 is 36.8 years and the median family income was \$64,000 in 1998.

CSBG Funded Client Outcomes:

Five hundred and three (503) clients participated in the career center services program; 84 mentally ill clients participated in employment services; 29 homeless individuals completed job training program; 17 homeless individuals maintained employment; 22 families participated in self-sufficiency programs; 160 homeless families maintained placement services; 10 homeless women from prison participated in support services; 25 homeless individuals with HIV/AIDS maintained tenancy with SMOC services; 512 household received childcare; 60 first time homebuyers participated in counseling and homeownership services; 9 homeless families moved to stable housing; 2,933 reduced their energy cost due to the fuel assistance program; 1,135 women and children addressed their nutritional needs; 2,684 elderly increased access to nutritious food/education; 2,558 individuals participated in food nutrition programs; 21 people with HIV/AIDS improved living conditions; 296 low-income home owners received energy assistance; 753 low income households received rental assistance; 1,672 substance abuse clients received treatment and counseling; 511 households accessed child care services; 2,921 low income people increased access to assistance & resources; 15 domestic violence victims increased safety through services; 704 homeless individuals/families met their emergency needs; and 190 homeless families/individuals moved to stable housing.

Coordination of Services:

In addition to intra-agency coordination of services among SMOC programs including WIC, Housing, Employment, Nutrition, Behavioral Health, Education, Day Care, Energy, Homeless Health, Women's Protective and many others, SMOC affiliates or works with a number of other health and social services agencies in the Metro West area in order to offer a comprehensive array of opportunities to SMOC program participants. These include: MetroWest Medical Center, Wayside Community Programs, the Greater MetroWest Community Health Network, Jewish Family Service, the South Middlesex Legal Services, the MetroWest Community HealthCare Coalition, Advocates Inc., the Visiting Nurses Association of MetroWest, and the Framingham Affordable Housing Coalition.

FY 2000 Program Accomplishment:

SMOC implemented a housing continuum program that guarantees that each and every resident of a SMOC program has an individual progress plan that will serve as the person's guide to more independent living in the community. The plan may include referral to substance abuse counseling and treatment to the career center for training and placement assistance and to medical, educational and other social services opportunities.

SOUTH SHORE COMMUNITY ACTION COUNCIL, INC.

265 South Meadow Road, Plymouth, MA 02360

508-747-7575 (phone), 508-747-1250 (fax)

pdaly@sscac.org (e-mail)

Executive Director:	Patricia Daly	Board President:	Mat Dolan		
Number of Staff:	110	Number of Board Members:	18		
Total Agency Budget:	\$10,500,000	FY 2001 CSBG Allocation:	\$246,179		
Total Service Area Population:	163,493	Total Clients Served Yearly:	15,149	Poverty Population:	7,035
Designated Area:	Carver, Duxbury, Hanover, Hull, Kingston, Marshfield, Norwell, Pembroke, Plymouth, Plympton, and Scituate				

Mission Statement:

SSCAC seeks to eliminate the paradox of poverty in the midst of plenty of the South Shore communities by opening to everyone the opportunities for education and training, work, and to live in decency and dignity. SSCAC seeks to join all together to strengthen, supplement, and coordinate efforts which may have been made to overcome these problems and thus grant to every individual the opportunity to contribute to the fullest extent of their capabilities, and to participate in the workings of society.

Program Inventory:

Head Start, Day Care, Fuel Assistance, Heating System Services, Weatherization, Information & Referral, Transportation Program, Job Training, GED Preparation, Homeless Assistance, Consumer Mediation Services, Water and Sewer Assistance, AIDS Case Management Program, Self-Sufficiency Programs and Health Care Access.

SOUTH SHORE COMMUNITY ACTION COUNCIL, INC.

Community Profile:

Over the last ten years, eleven (11) South Shore towns had growth rates ranging between 8-35%. Of these, Plymouth has the highest number of people living in poverty. Thirty-five percent and 17% of the people living in poverty are under 17 years of age and 65 years and older respectively. Women outnumber men by almost 2 to 1 among people who are living below 100% of poverty.

CSBG Funded Client Outcomes:

One hundred and twelve (112) Day Care parents were able to train for, seek, obtain and/or maintain employment, 7 teen parents and 18 individuals enrolled in educational programs, 7,581 households received fuel assistance and accessed the energy conservation programs, 320 households participated in child care services, 324 complaints were received through the consumer aid program; 32 joint agreements reached for transporting clients, 50 clients increased their access to HIV/AIDS treatment, education, and support services.

Coordination of Services:

SSCAC partnerships range from collaborative agreements with private service providers, schools; towns; health, nutrition, and literacy programs; Councils on Aging; etc., to service linkages ranging from direct service provider to fiscal conduit for other local organizations.

FY 2000 Program Accomplishment:

A state of the art local area network and wide area network was installed, connecting four different sites in multiple towns within SSCAC's service area. This accomplishment provided the organizational framework necessary to implement an integrated agency database and the means to establish inter and intra-agency communication between programs, funding sources and area agencies. For 2001, SSCAC is planning to develop a website that will improve resident awareness and access to services.

SPRINGFIELD PARTNERS FOR COMMUNITY ACTION, INC.

619 State Street, Springfield, MA 01109
413-263-6500 (phone), 413-263-6511 (fax)
www.springfieldpartnersinc.com (website)
pbailey@springfieldpartnersinc.com (e-mail)

Executive Director:		Board President:			
Paul F. Bailey		Ronald Paine			
Number of Staff:		Number of Board Members:			
37		18			
Total Agency Budget:		FY 2001 CSBG Allocation:			
\$2,081,194		\$454,896			
Total Service Area Population:	156,983	Total Clients Served Yearly:	3,308	Poverty Population:	30,241
Designated Area:		Springfield			

Mission Statement:

As the designated Community Action Agency for the city of Springfield, our mission is to provide consistent quality services with dignity to low income residents; develop collaborative ventures that will enhance our delivery of services; and to empower consumers through education and supportive services to attain self-sufficiency and to improve their living conditions.

Program Inventory:

Childcare Center, Weatherization, Homeless Intervention Program, Spanish American Union (delegate agency), Telephone Reassurance, Household Equipment and Linen Program, Community Food and Nutrition Program, Lead Hazard Education and Awareness Program, Homeownership, Family Enrichment/Family Fun Night, Community Gardens, and SERVE New England Host Site.

Community Profile:

The City of Springfield is the largest urban center in Western Massachusetts with a population of 156,983. The city is the home to people of many ethnic backgrounds. Approximately 1% are Asian, 17% Hispanic, 18% African American, and 64% White. The median age of the population is 30.7 years. Of the almost 40,000 families residing in Springfield, approximately 12,000 are single parent, female head of household. According to Census data, 33,832 Springfield adults - 30 % of the adult population have not completed high school. The dropout rate for Springfield Public Schools for 1994-95 was 11.6%, compared to 3.6% statewide. This figure does not include young people who drop out of school before they complete 9th grade. Over 19% of the city's residents are below 100% federal poverty level. According to the 1990 Census, 18% of Springfield's families had incomes below the poverty level.

CSBG Funded Client Outcomes:

One hundred and forty four (144) families participated in childcare services, which enabled low-income families to continue employment, access job training, or take advantage of educational opportunities; 32 individuals participated in remedial educational opportunities, 1,922 people weatherized their homes, 100 socially isolated elderly were contacted as part of the Telephone Reassurance Program, which helped them to maintain their independent living situations, 249 families received household furnishings through the Household Equipment and Linen program. 752 clients received self-help information regarding complaints against businesses through the Consumer Information Center.

Coordination of Services:

SPCA provides services in cooperation with many area organizations, such as the Food Bank of Western Massachusetts, Greater Springfield Wellness and Nutrition Coalition, YouthBuild, Department of Transitional Assistance Advisory Board, the Childhood Lead Paint Poisoning Prevention Task Force, the Community Survival Center. During FY 2000, SPCA established the Agency as a Mass Health application site and served as a "Be Counted" center and employment testing site for Census 2000.

FY 2000 Program Accomplishment:

SPCA during FY 2000 began a monthly outreach to underserved areas, provided community outreach and literature distribution at local fairs, festivals, and community events, and initiated a SERVE New England host site. SPCA held the first graduation at New Beginnings Childcare Center; an Open House was held at New Beginnings to highlight Mass Mutual Insurance Company's donation of resource room technology. SPCA provided a Holiday Luncheon for Telephone Reassurance participants; established the Homeownership Program ; relocated Agency to an improved site, relocated HELP's warehouse, and purchased a truck for distribution of SERVE New England food and for HELP furniture. FY 2000 also marked the beginning of a new administration with the hiring of a new permanent executive director.

TRI-CITY COMMUNITY ACTION PROGRAM, INC.
110 Pleasant Street, 3rd Floor, Malden, MA 02148
781-322-4125 (phone), 781-324-7717 (fax)
www.tri-cap.org (website)
Pbron@tri-cap.org (e-mail)

Executive Director:	Philip Bronder-Giroux	Board President:	Barry Ingber		
Number of Staff:	93	Number of Board Members:	15		
Total Agency Budget:	\$4,867,609	FY 2001 CSBG Allocation:	\$362,579		
Total Service Area Population:	146,992	Total Clients Served Yearly:	4,380	Poverty Population:	11,262
Designated Area:	Everett, Malden, and Medford				

Mission Statement:

TRI-CAP'S mission is to work with all sectors of the community to prevent the continuation and development of conditions, which cause poverty or come as a result of people living in poverty. TRI-CAP seeks to educate the public and policy makers regarding the causes and conditions, which stem from, create, and perpetuate poverty. TRI-CAP will advocate for and provide services, which create positive, measurable changes in the quality of life of low-income persons living in Malden, Medford, and Everett, and other local communities. The agency recognizes and encourages the active participation of the low-income community in all phases of program planning and implementation.

Program Inventory:

Head Start, Pro-Bono Legal Project, Information & Referral, Voices in Action, Fuel Assistance, Heating System Services, Weatherization, Immigrant Assistance, Small Wonders Day Care, Citizenship Classes, Mobile Outreach Team for Homeless Individuals, and Summer Lunch Program in Everett, Coordination of the Tri-City Skills Assessment Task Force, Energy Conservation Programs, Day Care Teacher Training Program, Coordination of Tri-city Hunger Network, Homeless Assistance Program, Lead Education Initiative, AIDS/HIV Housing Search Services, Clothing Room, Healthcare and Benefits Advocacy, FEMA, Water and Sewer Rate Relief Program.

Community Profile:

It is estimated that there were 79,906 residents in the labor force and only 46,800 jobs available locally in 1997. This is in large part due to the decreasing manufacturing base and the reconfiguration of the local health care delivery system. In the tri-cities, children, elderly, single parents, ethnic minorities including immigrants are the most severely impacted by poverty. According to the 1990 Census, in Malden, Medford and Everett, 52% of all female-head of households with children under the age of 5 have incomes below the poverty line. The Tri-City area is increasingly experiencing a scarcity of affordable housing. In recent years, Medford has felt the pressures of being a "university" city due to location of Tufts University proximity to Cambridge and Somerville.

CSBG Funded Client Outcomes:

Six hundred and forty five (645) households moved from substandard to standard housing due to housing search services; 38 clients maintained their tenancy due to use of FEMA funds; 81 immigrants attended English as a Second Language/civics classes and four immigrants became U.S citizens; 362 teachers, day care providers and parents participated in lead paint education workshops; children living in Everett accessed a total of 17,178 lunches during summer months; 51 and 36 people accessed free health care and food stamps respectively; 21 people with HIV/AIDS moved into permanent housing while 16 increased their public benefits; 1946 people received legal services; 254 children and their families received Head Start and other day care services, of which 153 received full day/full year care; 53 people addressed their mental health counseling needs while 524 people met their clothing needs; 1,700 households reduced their energy costs while 117 households accessed FEMA funds to pay their utility arrearages; 198 parents participated in parent education groups while 17 parents participated governing council.

Coordination of Services:

Tri-CAP works with entities such as: the Everett 2000, Medford Early Childhood Collaborative, Family Network program in Medford, Malden Housing Authority, Tri-City Task Force for Homeless Families, Women Infant and Children program, Arbor Associates, Everett Public Schools, Tri-City Mental Health, early intervention programs, Malden/Everett Family Network, Salvation Army, Community Service Network, Boston Oil Consumer Alliance, community development offices, Community Service Network. American Red Cross, Respond, Inc., Bread of Life, Malden Access T.V., Malden YMCA, Massachusetts Rehabilitation Commission, Tri-City Mental Health and Retardation, Inc., Dept. of Mental Health, AIDS Action, Volunteer Lawyers Project, Middlesex Bar Association, Shelter Inc., and Caritas Communities.

FY 2000 Program Accomplishment:

Tri-CAP secured \$750,000 from HUD to develop a transitional house for homeless individuals in the tri-city area; worked with Emergency Shelter Grant Programs to provide an in-house attorney to represent clients facing eviction; developed a relationship with Mediation for Result, a project of the Just-A-Start Corp., to bring mediation services to the tri-city area; coordinated efforts with local mayors and Citizens Energy Corp., to provide low cost heating oil to households who had exhausted fuel assistance benefits; released the study "Bridging the Gap: Industry Needs and Employment Opportunities for Tri-City Residents in TeleCom City"; and continued to provide quality day care services to low income families despite low voucher rates.

VALLEY OPPORTUNITY COUNCIL, INC.

300 High Street, Holyoke, MA 01040

413-552-1554 (phone), 413-552-1558 (fax)

khamel@valleyopp.com (e-mail)

Executive Director:	Kevin S. Hamel	Board President:	Andrew Morehouse		
Number of Staff:	265	Number of Board Members:	18		
Total Agency Budget:	\$11,538,046	FY 2001 CSBG Allocation:	\$305,048		
Total Service Area Population:	299,327	Total Clients Served Yearly:	22,000	Poverty Population:	27,097
Designated Area:	Chicopee and Holyoke				

Mission Statement:

VOC is dedicated to providing low and moderate-income individuals an opportunity to achieve and maintain self-sufficiency in all areas of living through the entire life span.

Program Inventory:

Main Street Shelter, Homeless Assistance, Affordable Housing Development, Food Stamp Outreach, Summer Feeding Program, Emergency Food and Fuel Coalition, WIC, Smoking Cessation Program, Fuel Assistance, Heating System Services, Day Care, Educational Opportunity Center, Adult Literacy, ESL, Retired Senior Volunteer Program, Adult Day Health Program, and Senior Companion Program, Health Care Access, Rent Escrow Program, SERVE Program, Public Housing Drug Elimination Program, and Transportation.

Community Profile:

Valley Opportunity Council, Inc. provides services to approximately 22,000 individuals living primarily outside of the city of Springfield in the Hampden County area. Holyoke and Chicopee are the main focus of VOC's anti-poverty efforts with more than 25% of the population of Holyoke and 10% of Chicopee residents living below the poverty level. Both communities are experiencing higher than average high school drop out rates and above average levels of unemployment.

CSBG Funded Client Outcomes:

Six Hundred and eighty three (683) adults were able to seek and maintain education or employment; 107 clients moved from sub-standard housing to stable housing; 214 clients provided with transportation that enabled them to seek, obtain and/or maintain employment; 100 participated in education and literacy programs; 1,247 enrolled in post-secondary education; 6,848 families participated in energy assistance programs; 120 participated in the Westfield WARM program; 6,100 mothers and children participated in WIC; 60 families participated in the SERVE program; 485 children participated in the Summer Food Service Program; 680 families received services from the Chicopee Food Pantry; 72 participated in the Cabot Manor Drug Elimination Project; 49 participated in the WIC Smoking Cessation Program; 420 elders participated in their community through volunteer service; 44 families received services from Main Street Shelter; 191 elderly people received services from the Senior Companion Program; 1,920 elderly received transportation services; 50 disabled, mentally challenged persons received transportation services; 48 families participated in Adult Day health Program; and 211 individuals were certified for MassHealth or CMSP through VOC outreach program.

Coordination of Services:

VOC, Inc. participates in a number of partnerships to better serve the residents of Holyoke and Chicopee including, but not limited to, the following: Chicopee Housing Authority – Public Housing Drug Elimination Program Rent Escrow Program, Chicopee Emergency Food and Fuel – Emergency Food and Referral Services, Chicopee School Department – Summer Food Service Program, Nuestras Raices (Holyoke) – Summer Garden Project, Holyoke Soldiers Home – Chapin Mansion Veterans Housing, WCAC – Food Stamp Outreach for Greater Hampden County.

FY 2000 Program Accomplishment:

In FY 2000, the Valley Opportunity Council's (VOC) Employment Opportunity Center served over 700 adults by providing assistance toward achieving post secondary degrees or vocational training. The goals of the Center include providing career information, referring to training resources, and offering guidance in college application and financial aid for low middle-income adults and high school students. VOC's believes that self-sufficiency can be achieved by individuals who possess adequate tools. The most important of these tools is a basis education with emphasis on communication skills and appropriate job training that leads to success in the workplace.

WORCESTER COMMUNITY ACTION COUNCIL, INC.
484 Main Street, 2nd Floor, Worcester, MA 01608
508-754-1176 (phone), 508-754-0203 (fax)
www.wcac.net (website)
plewis@wcac.net (e-mail)

Executive Director:	Patricia Lewis	Board President:	Sara Glenn		
Number of Staff:	124	Number of Board Members:	21		
Total Agency Budget:	\$8,991,670	FY 2001 CSBG Allocation:	\$552,565		
Total Service Area Population:	399,046	Total Clients Served Yearly:	10,000	Poverty Population:	35,885
Designated Area:	Worcester				

Mission Statement:

WCAC's mission statement is to stimulate change in the fundamental causes of poverty and to minimize poverty's effect on people's lives.

Program Inventory:

Fuel Assistance Program, Weatherization Program, Heating System Repair Service, Project Excel (pre-employment, General Equivalency Diploma preparation high school drop-outs ages 16-21), Downtown Campus Project (alternative Worcester Public High School Program for in school youth ages 15-19), Summer Youth Employment Program, Cityworks (an Americorps Program), Early Head Start, Head Start, Healthy Families/First Steps Program, Partnerships for Children, Consumer Council of Worcester County, Community Mediation Center, Peer Mediation, Visions (a GED program for court referred youth and young adults ages 16-25), Community Connections, Short Term Computer Training, Adult Basic Education, Skills Plus, Food Stamp Outreach, and three delegate agencies providing health, food, and housing services.

Community Profile:

Worcester is New England's second largest city, with a population base of 169,759 residents according to 1990 census. Once known for it's manufacturing, they are now focusing on services, health care and research. The top ten (10) employers in 1998 were UMass/Memorial Hospital System, the City of Worcester, Allmerica Financial, Norton Company, Bell Atlantic, St. Vincent Hospital (now located at Worcester Medical City) Fallon Clinic, Massachusetts Electric, and the Provident Company. Over ten (10) higher institutions of learning form another important sector bringing thousands of students and employees into the area. Job growth has been strong. While the local economy is thriving and the unemployment rate is low, opportunities are limited low-income residents who have entry-level jobs. These targeted populations, with limited skills, education, and work experience often have difficulty paying their rent and utility bills and buying food. Since 1990, through public and private partnerships, downtown development has added the Centrum Center, Outlet Mall and a revitalized Union Station. The takeover of the Worcester Airport by the Massachusetts Port Authority has provided Worcester with expanded air service to Atlanta, New York and Philadelphia.

CSBG Funded Client Outcomes:

One hundred and two (102) parents, AFDC recipients and economically disadvantaged adults either completed training or obtained employment through WCAC services; 667 youths obtained summer jobs; 320 families moved into stable housing; 22 households had code violations corrected making rental units safer; 85 students attended class regularly through GED programs; 19 Head Start parents and 8 Evenstart parents attended either GED, ESOL or computer classes regularly; 20 Housing Authority residents attended ESOL/GED classes; 258 clients received adequate food and social services by the South Worcester Neighborhood Center; 860 families provided with food stamp information or were referred to food pantries; 41 residents involved in the NSA project to increase the availability and affordability of housing; 997 clients received energy assistance; 7 students participated in community as trained mediators and volunteered to mediate conflicts in their school; 110 families have assumed leadership roles in their neighborhoods; 19 youth participated in WCAC's Americorps program; 14 individuals trained as community mediators; 135 families strengthened by participation in the Head Start Program; 106 families benefited from the Head Start Life Skills training; 164 households received emergency food; 2,250 children's families were satisfied that their emergency needs were met; 67 clients received housekeeping and budgeting counseling and maintained their housing;

Coordination of Services:

WCAC coordinates the delivery of services for low-income youth and customers with the Worcester Public School System, the City of Worcester – Parks and Recreation Department, Office of Planning and Community, and Employment and Training, United Way of central Massachusetts, the State Attorney General's Office, the State Departments of Public Health and Education, the Massachusetts Service Alliance, The Department of Transitional Assistance, and WCAC's three delegate agencies.

FY 2000 Program Accomplishment:

WCAC added an early Head Start program to its inventory. With the expansion of the Healthy Families/First Steps program in Southern Worcester County and increased funding for Fuel Assistance and Weatherization Programs, WCAC's FY 2001 annual budget will increase by \$2,000,000.

Table 1

Community Action Agencies – Summary Table

CAA	LOCATION	Number of Staff	Number of Board members	Fiscal year 2001 CSBG Allocation	Total Agency Budget	Service Area Population	Poverty Population	Poverty Rate	Client base
ABCD	BOSTON	800	26	\$ 5,184,479	\$ 95,000,000	758,423	117,730	15.52%	80,000
ACTION	GLOUCESTER	103	23	\$ 248,855	\$ 4,743,841	56,617	4,153	7.34%	3,300
BCAC	PITTSFIELD	39	15	\$ 341,172	\$ 3,520,361	143,283	11,560	8.07%	9,000
CEOC	CAMBRIDGE	45	18	\$ 378,634	\$ 2,223,168	95,802	8,794	9.18%	15,000
CFC	FALL RIVER	250	19	\$ 474,965	\$ 13,000,000	237,330	20,370	8.58%	32,000
CAAS	SOMERVILLE	65	21	\$ 318,427	\$ 3,000,000	76,210	8,492	11.14%	2,150
CACCCI	HYANNIS	65	15	\$ 310,400	\$ 5,500,000	200,233	14,905	7.44%	3,000
CAI	HAVERHILL	143	21	\$ 258,220	\$ 7,500,000	122,719	7,875	6.42%	7,000
CAPI C	CHELSEA	100	18	\$ 272,938	\$ 6,500,000	89,623	12,656	14.12%	5,000
CTI	LOWELL	385	27	\$ 446,869	\$ 39,000,000	311,439	25,533	8.20%	10,000
FCAC	GREENFIELD	150	18	\$ 246,179	\$ 9,000,000	70,092	6,623	9.45%	5,000
GLCAC	LAWRENCE	350	27	\$ 301,034	\$ 17,000,000	162,140	23,250	14.34%	20,000
HCAC	NORTHHAMPTON	170	18	\$ 310,400	\$ 5,500,000	325,570	24,671	7.58%	12,000
LEO	LYNN	115	15	\$ 388,000	\$ 6,250,000	160,371	15,704	9.79%	8,100
MOC	FITCHBURG	375	24	\$ 343,848	\$ 14,540,198	254,764	18,564	7.29%	19,568
NSCAP	PEABODY	87	18	\$ 295,683	\$ 3,500,000	147,499	9,978	6.76%	3,500
PACE	NEW BEDFORD	205	21	\$ 420,110	\$ 31,000,000	167,119	19,967	11.95%	30,000
QCAP	QUINCY	160	21	\$ 246,179	\$ 17,600,000	209,075	11,071	5.30%	7,938
SHI	AVON	280	25	\$ 400,041	\$ 17,000,000	566,478	31,270	5.52%	8,953
SMOC	FRAMINGHAM	575	25	\$ 271,600	\$ 36,000,000	505,916	7,764	1.53%	32,273
SSCAP	PLYMOUTH	110	18	\$ 246,179	\$ 10,500,000	163,493	7,035	4.30%	15,149
SPCA	SPRINGFIELD	37	18	\$ 454,896	\$ 2,081,194	156,983	30,241	19.26%	3,308
TRI -CAP	MALDEN	93	15	\$ 362,579	\$ 4,867,609	146,992	11,262	7.66%	4,380
VOC	HOLYOKE	265	18	\$ 305,048	\$ 11,538,046	299,327	27,097	9.05%	22,000
WCAC	WORCESTER	124	21	\$ 552,565	\$ 8,991,670	399,046	35,885	8.99%	10,000
TOTAL		5,091	505	\$ 11,379,300	\$375,356,087	5,826,544	512,450	9.39%	368,619

Note: The Service Area and Poverty Population (below 100% of federal poverty rate) are based on 1990 Census. Poverty rate is calculated based on Service Area and Poverty Population reported herein.

Community Action Agencies	Type of Projects CSBG Special-Projects award(s)	TOTAL
ABCD	DTA Shelter Relocation Funds, Scales and Ladders Pilot program, and Scholarships Program.	\$ 58,898.00
ACTION	Scholarship Program	\$ 10,000.00
BCAC	Family Mentoring Program	\$ 75,000.00
CFC	Supplemental Homelessness Intercept Program (HIP) award	\$ 15,000.00
CAAS	Scholarship Program	\$ 10,000.00
CAI	City Homework Sports and Computer Network Youth Mentoring Program and Scales and Ladders Pilot program.	\$ 60,000.00
CTI	Literacy and Digital Divide Focus Groups and Scales and Ladders Pilot Program.	\$ 34,000.00
FCAC	Food Reach Initiative and Scholarship Program.	\$ 40,000.00
GLCAC	Child Abuse Prevention Services	\$ 25,000.00
MASSCAP	Information Technology Access Initiative	\$ 100,000.00
MOC	Family Development and Credentialing Program (8 CAAs participating), Scales and Ladders Pilot program, and Youth Tutoring Program	\$ 96,725.00
NSCAP	DTA Shelter Relocation Funds	\$ 4,000.00
QCAP	Scholarship Program	\$ 10,000.00
SMOC	Scholarship Program	\$ 10,000.00
SPCA	Family Enrichment Program – a family literacy/ workshop program	\$ 20,000.00
TRICAP	Supplemental Homeless Intercept Program (HIP) and Scholarship Program	\$ 25,000.00
VOC	Scales and Ladders Pilot Program	\$ 11,050.00
WCAC	Warms Friends Energy Training Program and Scales and Ladders Pilot program.	\$ 23,200.00
Sub-total		\$ 608,435.00
CFNP SUPPLEMENTAL FUNDS		\$ 25,000.00
CSBG FUNDING FORMULA		\$ 20,000.00
SCALES & LADDERS TRAINING		\$ 8,565.00
ROMA TRAINING		\$ 20,000.00
TOTAL		\$778,725.00

CAA SERVICE AREAS BY CITIES AND TOWNS

CITY/TOWN	Designated Service Provider	Page Number	Other - Service provider(s)	Page Number
Abington	SHI	42		
Acton			CTI , SMOC	24, 44
Acushnet	PACE	38		
Adams	BCAC	10		
Agawam	VOC	52		
Alford	BCAC	10		
Amesbury	CAI	20	CTI	24
Amherst	HCAC	30		
Andover	GLCAC	28	CTI	24
Aquinnah	CACCCI	18	SSCAC	46
Arlington			CTI	24
Ashburnham	MOC	34		
Ashby			MOC	34
Ashfield	FCAC	26		
Ashland	SMOC	44	CTI	24
Athol	MOC	34		
Attleboro	SHI	42	CFC	14
Auburn			WCAC	54
Avon	SHI	42		
Ayer			MOC	34
Barnstable	CACCCI	18	SSCAC	46
Barre			MOC	34
Becket	BCAC	10		
Bedford			CTI	24
Belchertown	HCAC	30		
Bellingham	SMOC	44		
Belmont			CTI	24
Berkley			CFC	14
Berlin	MOC	34		
Bernardston	FCAC	26		
Beverly	NSCAP	36	ACTION, CTI	8, 24
Billerica	CTI	24		
Blackstone			SMOC	44
Blandford			VOC	52
Bolton	MOC	34		
Boston	ABCD	6		

Bourne	CACCCI	18	SSCAC	46
Boxborough			CTI , SMOC	24, 44
Boxford			ACTION, CAI , CTI	8,20, 24
Boylston	WCAC	54		
Braintree			QCAP	40
Brewster	CACCCI	18	SSCAC	46
Bridgewater	SHI	42		
Brimfield			VOC	52
Brockton	SHI	42		
Brookfield			WCAC	54
Brookline			ABCD	6
Buckland	FCAC	26		
Burlington			CTI	24
Cambridge	CEOC	12		
Canton	SHI	42		
Carlisle			CTI	24
Carver	SSCAC	46		
Charlemont	FCAC	26		
Charlton			WCAC	54
Chatham	CACCCI	18	SSCAC	46
Chelmsford	CTI	24		
Chelsea	CAPI C	22		
Cheshire	BCAC	10		
Chester			VOC	52
Chesterfield	HCAC	30		
Chicopee	VOC	52		
Chilmark	CACCCI	18	SSCAC	46
Clarksburg	BCAC	10		
Clinton	MOC	34		
Cohasset	SSCAC	46		
Colrain	FCAC	26		
Concord			CTI , SMOC	24, 44
Conway	FCAC	26		
Cummington	HCAC	30		
Dalton	BCAC	10		
Danvers	NSCAP	36	ACTION, CTI	8, 24
Dartmouth			PACE	38
Dedham			SHI	42
Deerfield	FCAC	26		
Dennis	CACCCI	18	SSCAC	46
Dighton			CFC	14
Douglas			WCAC	54
Dover			CTI , SMOC	24, 44

Dracut	CTI	24		
Dudley			WCAC	54
Dunstable	CTI	24		
Duxbury	SSCAC	46		
East Bridgewater	SHI	42		
East Brookfield			WCAC	54
East Longmeadow			VOC	52
Eastham	CACCCI	18	SSCAC	46
Easthampton	HCAC	30		
Easton	SHI	42		
Edgartown	CACCCI	18	SSCAC	46
Egremont	BCAC	10		
Erving	FCAC	26		
Essex	ACTION	8	CTI	24
Everett	TRI -CAP	50	CTI	24
Fairhaven			PACE	38
Fall River	CFC	14		
Falmouth	CACCCI	18	SSCAC	46
Fitchburg	MOC	34		
Florida	BCAC	10		
Foxborough			SHI	42
Framingham	SMOC	44	CTI	24
Franklin			SHI	42
Freetown	CFC	14		
Gardner	MOC	34		
Georgetown			CAI , SMOC	20, 44
Gill	FCAC	26		
Gloucester	ACTION	8		
Goshen	HCAC	30		
Gosnold	CACCCI	18	SSCAC	46
Grafton			SMOC, WCAC	44, 54
Granby	HCAC	30		
Granville			VOC	52
Great Barrington	BCAC	10		
Greenfield	FCAC	26		
Groton			CTI , MOC	24, 34
Groveland	CAI	20	CTI	24
Hadley	HCAC	30		
Halifax			SSCAC	46

Hamilton			ACTION, CTI	8, 24
Hampden			VOC	52
Hancock	BCAC	10		
Hanover	SSCAC	46		
Hanson	SHI	42		
Hardwick			MOC, WCAC	34, 54
Harvard			MOC	34
Harwich	CACCCI	18	SSCAC	46
Hatfield	HCAC	30		
Haverhill	CAI	20	SMOC	44
Hawley	FCAC	26		
Heath	FCAC	26		
Hingham			SSCAC	46
Hinsdale	BCAC	10		
Holbrook	SHI	42		
Holden			WCAC	54
Holland			VOC	52
Holliston	SMOC	44	CTI	24
Holyoke	VOC	52		
Hopedale			SMOC	44
Hopkinton			CTI	24
Hubbardston			MOC	34
Hudson			SMOC	44
Hull	SSCAC	46	QCAP	40
Huntington	HCAC	30		
Ipswich	ACTION	8	CTI	24
Kingston	SSCAC	46		
Lakeville			CFC	14
Lancaster	MOC	34		
Lanesborough	BCAC	10		
Lawrence	GLCAC	28	CTI	24
Lee	BCAC	10		
Leicester			WCAC	54
Lenox	BCAC	10		
Leominster	MOC	34		
Leverett	FCAC	26		
Lexington			CTI	24
Leyden	FCAC	26		
Lincoln			CTI, SMOC	24, 44
Littleton			CTI, SMOC	24, 44
Longmeadow			VOC	52
Lowell	CTI	24		

Ludow			VOC	52
Lunenburg			MOC	34
Lynn	LEO	32		
Lynnfield			CTI , LEO	24, 32
Malden	TRI -CAP	50	CTI	24
Manchester	ACTION	8	CTI	24
Mansfield	SHI	42		
Marblehead			CTI	24
Marion			PACE	38
Malborough	SMOC	44	CTI	24
Marshfield	SSCAC	46		
Mashpee	CACCCI	18	SSCAC	46
Mattapoissett			PACE	38
Maynard			CTI , SMOC	24, 44
Medfield			SMOC	44
Medford	TRI -CAP	50	CTI	24
Medway			SMOC	44
Melrose			CAPI C, CTI , TRI -CAP	22, 24, 50
Mendon			SMOC	44
Merrimac	CAI	20	CTI	24
Methuen	GLCAC	28	CTI	24
Middleborough			SHI , SSCAC	42, 46
Middlefield	HCAC	30		
Middleton			ACTION, CTI	8, 24
Milford			SMOC	44
Millbury			WCAC	54
Millis			SMOC	44
Millville			SMOC	44
Milton			QCAP	40
Monroe	FCAC	26		
Monson			VOC	52
Montague	FCAC	26		
Monterey	BCAC	10		
Montgomery			VOC	52
Mount Washington	BCAC	10		
Nahant			LEO	32
Nantucket	CACCCI	18	SSCAC	46
Natick	SMOC	44	CTI	24
Needham			SHI	42
New Ashford	BCAC	10		
New Bedford	PACE	38		

New Braintree			MOC, WCAC	34, 54
New Marlborough	BCAC	10		
New Salem	FCAC	26		
Newbury			CAI , CTI	20, 24
Newburyport	CAI	20	CTI	24
Newton			ABCD	6
Norfolk			SHI	42
North Adams	BCAC	10		
North Andover	GLCAC	28	CTI	24
North Attleboro	SHI	42		
North Brookfield			WCAC	54
North Reading			CTI , GLCAC, TRI -CAP	24, 28, 50
Northampton	HCAC	30		
Northborough			CTI , SMOC, WCAC	24, 44, 54
Northbridge			SMOC	44
Northfield	FCAC	26		
Norton	SHI	42		
Norwell	SSCAC	46		
Norwood	SHI	42		
Oak Bluffs	CACCCI	18	SSCAC	46
Oakham			WCAC	54
Orange	FCAC	26		
Orleans	CACCCI	18	SSCAC	46
Otis	BCAC	10		
Oxford			WCAC	54
Palmer			VOC	52
Paxton			WCAC	54
Peabody	NSCAP	36	ACTION, CTI	8, 24
Pelham	HCAC	30		
Pembroke	SSCAC	46		
Pepperell			CTI	24
Peru	BCAC	10		
Petersham			MOC	34
Phillipston	MOC	34		
Pittsfield	BCAC	10		
Plainfield	HCAC	30		
Plainville	SHI	42		
Plymouth	SSCAC	46		
Plympton	SSCAC	46		
Princeton			MOC	34
Provincetown	CACCCI	18	SSCAC	46
Quincy	QCAP	40		

Randolph	SHI	42		
Raynham			SHI	42
Reading			CTI , GLCAC, TRI -CAP	24, 28, 50
Rehoboth			CFC	14
Revere	CAPI C	22		
Richmond	BCAC	10		
Rochester			PACE	38
Rockland	SHI	42		
Rockport	ACTION	8		
Rowe	FCAC	26		
Rowley			CTI	24
Royalston	MOC	34		
Russell			VOC	52
Rutland			WCAC	54
Salem	NSCAP	36	CTI	24
Salisbury			CAI , CTI	20, 24
Sandisfield	BCAC	10		
Sandwich	CACCCI	18	SSCAC	46
Saugus			CTI , LEO	24, 32
Savoy	BCAC	10		
Scituate	SSCAC	46		
Seekonk			CFC	14
Sharon	SHI	42		
Sheffield	BCAC	10		
Shelburne	FCAC	26		
Sherborn			CTI , SMOC	24, 44
Shirley			MOC	34
Shrewsbury			SMOC, WCAC	44, 54
Shutesbury	FCAC	26		
Somerset	CFC	14		
Somerville	CAAS	16		
South Hadley	HCAC	30		
Southborough	SMOC	44	CTI	24
Southampton	HCAC	30		
Southbridge			WCAC	54
Southwick			VOC	52
Spencer			WCAC	54
Springfield	SPCA	48		
Sterling	MOC	34		
Stockbridge	BCAC	10		
Stoneham			CTI , SMOC	24, 44
Stoughton	SHI	42		

Stow			CTI , SMOC	24, 44
Sturbridge			WCAC	54
Sudbury			CTI , SMOC	24, 44
Sunderland	FCAC	26		
Sutton			WCAC	54
Swampscott			CTI , LEO	24, 32
Swansea	CFC	14		
Taunton	CFC	14		
Templeton	MOC	34		
Tewksbury	CTI	24		
Tisbury	CACCCI	18	SSCAC	46
Tolland			VOC	52
Topsfield			ACTION, CTI	8, 24
Townsend			MOC	34
Truro	CACCCI	18	SSCAC	46
Tyngsborough	CTI	24		
Tyringham	BCAC	10		
Upton			SMOC	44
Uxbridge			SMOC	44
Wakefield			CAPI C, CTI , LEO, TRI -CAP	22, 24, 32, 50
Wales			VOC	52
Walpole			SHI	42
Waltham			CTI	24
Ware	HCAC	30		
Wareham	CACCCI	18	SSCAC	46
Warren			WCAC	54
Warwick	FCAC	26		
Washington	BCAC	10		
Watertown			CTI	24
Wayland	SMOC	44	CTI	24
Webster			WCAC	54
Wellesley			SMOC	44
Wellfleet	CACCCI	18	SSCAC	46
Wendell	FCAC	26		
Wenham			ACTION, CTI	8, 24
West Boylston			WCAC	54
West Bridgewater	SHI	42		
West Brookfield			WCAC	54
West Newbury			CAI , CTI	20, 24

West Springfield			VOC	52
West Stockbridge	BCAC	10		
West Tisbury	CACCCI	18	SSCAC	46
Westborough			CTI , SMOC, WCAC	24, 44, 54
Westfield			VOC	52
Westford	CTI	24		
Westhampton	HCAC	30		
Westminster	MOC	34		
Weston			SMOC	44
Westport	CFC	14		
Westwood			SHI	42
Weymouth			QCAP	40
Whately	FCAC	26		
Whitman	SHI	42		
Wilbraham			VOC	52
Williamsburg	HCAC	30		
Williamstown	BCAC	10		
Wilmington			CTI	24
Winchendon	MOC	34		
Winchester			CTI , TRI -CAP	24, 50
Windsor	BCAC	10		
Winthrop	CAPIC	22		
Woburn			CTI , TRI -CAP	24, 50
Worcester	WCAC	54		
Worthington	HCAC	30		
Wrentham			SHI	42
Yarmouth	CACCCI	18	SSCAC	46

COMMONWEALTH OF MASSACHUSETTS

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